

Today's AV technology is sophisticated, and systems are often "mission critical." Ford AV understands the need to protect your investment and ensure reliable, excellent service. This is why Ford AV has the Customer Care Center, which is available 24/7/365 to make sure your technology investment is available when you need it.

FROM THE START

Excellent AV service starts at the beginning of the project, when Ford AV's highly trained and specialized engineering team develops comprehensive schematic line drawings detailing every system connection type, termination type, and device label. These drawings allow Ford AV's Project Managers, Job Supervisors, and Installation Technicians to understand how they are to complete the installation. Revisions made are available instantly to field crews via tablets to ensure accuracy. Any changes in the field are documented, and the final AS-BUILT drawings are provided to the owner directly and online at the Customer Care Center website (ccc.fordav.com).

CENTRALIZED CUSTOMER CARE CENTER

When service for your technology is required, Ford AV's dedicated Customer Care Center stands ready to assist. By centralizing our response efforts, our clients only need to go to one place for service 24 hours a day, 7 days a week, no matter where they are located. Our Customer Care Representatives answer all incoming requests via our toll-free 24-hour service phone number, (405) 945-2013, or via our online form at fordav.com/support. The Customer Care Center will document the request for service, evaluate the problem, and attempt to solve the issue over the phone, via AV Remote Management and Monitoring (AVRMM), or remotely with our expert service engineers. If an on-site visit is necessary, the Customer Care Center will quickly dispatch our team of experienced and knowledgeable Service Field Engineers from amongst our various offices nationwide directly to your location.

IN THE FIELD

Ford AV's Service Field Engineers have the specialized diagnostic tools and experience necessary to pinpoint the problem. If additional technical support is required, the Service Field Engineer contacts Ford AV's Technical Service Manager and more than 100 engineers and Subject Matter Experts. If the service problem escalates, they can utilize the manufacturer's technical support staff. Ford AV's engineers are often afforded immediate tier two support because of our substantial volume of business with many manufacturers.

CUSTOMIZED MANAGED SERVICES PLANS

Ford AV's commitment to customer satisfaction does not end with the commissioning of a system. This is why additional managed services plans are available that include AVRMM, extended hardware and workmanship warranties, onsite operator support, preventative maintenance, and more. More information is available at fordav.com/solutions/managed-services.