room·ready™

AV Support Offerings

RoomReady is committed to ensuring meeting technology works well the first day it's installed and every day you use it. We work by your side, viewing an installation not as the end of our relationship, but just the start.

Our support package options can be tailored to fit any system, regardless of size. From small presentation-only huddle rooms to large divisible training rooms, we'll make sure everything is working as expected. And, always keeping it simple.

Basic: Remote Support

RoomReady Basic support contracts include remote support troubleshooting. Our remote technicians and engineers will be equipped with documentation about your existing install to help you resolve your issues quickly and efficiently. Remote support sessions will typically involve a technical person on-site from your company to enable the remote technician access to equipment and/or software via remote support session.

What you can expect with Basic Support:

Incident Management	M-F 8a-5p CST
Remote Response Time	2 Business Hours
On-Site Support	Billed Hourly
On-Site Response Time	3 Business Days or Less
Phone & Email Support	Included
Manufacturer Software Updates Mgmt.	Once Annually (Remote)
UC Platform Case Management	Billed Hourly
Customer Support Review	Billed Annually

Check us out at
roomready.com

Basic Plus: Remote Support + On-Site

RoomReady Basic Plus support contracts include remote support troubleshooting and on-site support technicians can be deployed by RoomReady if equipment needs to be replaced or the on-site contact is unable to help with the remote session. Our remote technicians and engineers will be equipped with documentation about your existing install to help you resolve your issues quickly and efficiently. Remote support sessions will typically involve a technical person on-site from your company to enable the remote technician access to equipment and/or software via a remote support session.

What you can expect with Basic Plus:

Incident Management	M-F 8a-5p CST
Remote Response Time	2 Business Hours
On-Site Support	Included
On-Site Response Time	3 Business Days or Less
Phone & Email Support	Included
Manufacturer Software Updates Mgmt.	Once Annually (Remote)
UC Platform Case Management	Billed Hourly
Customer Support Review	Once Annually (Remote)

Premium: Embedded Support

RoomReady Embedded Support is our most comprehensive Support Offering that is tailored to meet the needs of an individual end user. With Embedded Support, a dedicated support team works on-site full time, and will handle all the AV Support for a specific end-user. The team monitors collaboration solutions, performs regular maintenance, schedules firmware updates and are always on site to address any issues that may arise.

What you can expect with Premium:

Incident Management	M-F 8a-5p Local Time
On-Site Support	Included
On-Site Response Time	Same Day
Phone & Email Support	Included
Manufacturer Software Updates Mgmt.	Monthly(On-Site)
UC Platform Case Management	Included
Customer Support Review	Once Annually (On-Site

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We innovate . You collaborate .

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