

NETPro



Maintenance Services

That Fit Your Customers' Collaboration Technology Needs

Highlights

- Full range of integrated and scalable service and support options
- Vendor-neutral, services-only provider
- Pre-built U.S. and Canadian network of AV trained and certified technicians and engineers
- Consistent service support across all your customer sites
- 24x7, 365 Customer Support and Help Desk services available
- Online, user-friendly trouble ticketing and reporting system
- 24-hour ISDN and IP test numbers available
- Single point of contact
- Rapid on-site response times
- Private-labeled services allow you to represent NET's services as your own

Contact Us

To learn more about NET's Professionally Managed AV service and maintenance plans, call a NET Sales Representative at 877.NET.5448 or visit www.nettechnology.com.



NETPro AV Service & Maintenance Packages

As a premier technology services integrator of professionally outsourced audio visual (AV) and video teleconferencing (VTC) solutions, Network Engineering Technologies (NET) provides leading OEMs, distributors and VARs with unparalleled service and support solutions for their customers' communication and collaboration systems.

From expert onsite support and Help Desk services to proactive network monitoring, NET offers one of the most comprehensive suites of managed service offerings in the AV services industry.

Our customer-centric mindset, coupled with our knowledgeable in-house staff and scalable network of field technicians and engineers, assures NET as one of the leading technology services providers and integrators of AV solutions from digital signage, conferencing, telepresence and full-scale audio visual systems.

Whether you require complete, outsourced field support services or need a partner to augment your existing services and solutions, NET has you covered.

BENEFITS

- Access to one of the largest networks of skilled cabling, networking and electrical AV and VTC technicians, field engineers and programmers in the industry
- Expand your geographic reach for services; utilize NET as your complete outsourced services arm or augment your current services with NET support options
- Save considerably on travel and lodging costs by utilizing NET's expansive and scalable network of local, AV trained and certified technicians and field engineers
- One-source provider with a single point of contact – no need to locate, qualify and manage multiple vendors while negotiating pricing, terms and conditions
- Stringent partner identification and qualification processes ensure the highest standards of quality workmanship are met
- Ensure customer satisfaction through defined sign in and off procedures and checklists; NET can also contact your customer on your behalf to administer a satisfaction survey after every service call
- Comprehensive service level agreements allow you and your customers to move away from a break/fix, time and materials model to a more cost-effective and consistent maintenance model
- Fixed pricing structures allow for greater predictability of service support costs
- Gain greater visibility into service issues and resolution through customized reporting options
- Comprehensive preventive maintenance offerings enhance performance of your customers' collaboration systems, increasing system uptime while helping to ensure longer system life

PACKAGE LEVELS

NETPro Basic – Our basic package provides service to end users that require minimal support of their collaboration systems with calls responded to within 3 hours and onsite support dispatched within 72 business hours.

NETPro Standard – For end users requiring more responsive support and service than our Basic package offers, our Standard plan provides second-day onsite response times coupled with an annual preventive maintenance visit.

NETPro Premier – The premier plan is the most comprehensive maintenance and support package for end users that require a high level of responsiveness and support. Calls for the Premier package are answered within 1 hour with next day onsite support and semiannual preventive maintenance visits included.

NETPro Custom – Our Custom option gives our customers the ability to create a customized service package that suits their customers' specific and exacting needs and requirements.





PACKAGE COMPARISON MATRIX

NETPro AV	Basic	Standard	Premier	Custom
Response Time	3 hours	2 hours	1 hour	x
Onsite Support	72 hours	Second day	Next day	x
Online Ticketing	x	x	x	x
Customized Reporting	x	x	x	x
24/7 Test Lab Facility	x	x	x	x
Onsite Software Upgrades	x	x	x	x
Preventive Maintenance	Optional	Annual	Semiannual	x
End User Refresher Training	Optional	Optional	Optional	Optional
Yearly Systems Audit	Optional	Optional	Optional	Optional
Help Desk	Optional	Optional	Optional	Optional
NETWatch Remote Monitoring	Optional	Optional	Optional	Optional

FEATURES

Response Time

NET provides a number of phone response times depending on the package chosen. Calls can be answered and responded to within 1 to 3 hours.

Onsite Support

NET provides comprehensive onsite service support for hundreds of major manufacturers' AV equipment and systems. Onsite support solutions range from lamp changes to repositioning equipment, replacing cables, upgrading software and diagnosing network connectivity issues.

Online Ticketing

Create service tickets online and track incidents until resolution in real-time utilizing NET's VantageSM portal. In addition, receive custom alerts and view site documentation from site photos to sign-off or customer acceptance sheets.

Reporting

Customized reporting options allow you to track NET's performance against stated service levels and parameters. Automatic and user-generated reporting options are available.

24x7, 365 Test Lab Facility

Test numbers are provided for you and your customers' convenience. Test calls can be launched into our test center 24 hours a day.

Onsite Software Upgrades

NET can provide software upgrades onsite when requested.

Preventive Maintenance

Comprehensive preventive maintenance services are available on a quarterly, semiannual or annual basis. NET's preventive maintenance visits can assist in optimizing your customer's system performance while minimizing downtime and equipment failures.

End User Refresher Training

As an optional feature, end user refresher training can be performed during a service or preventive maintenance visit for an additional charge. Training can include walk-through instruction on system use and operation as well as presentation and troubleshooting tips.

Annual Systems Audit

Available as an optional service, NET can provide a full systems audit at your customer's site. Audits can be performed at any time or in conjunction with a preventive maintenance visit for an additional fee.

Help Desk

NET provides expert Tier 1 and 2 Help Desk support services that include troubleshooting and remote diagnostic support, parts management, remote installation services as well as remote software update and upgrade support.

NETWatchSM Remote Monitoring

Proactive network monitoring services are available through NET's VNOC. NETWatchSM provides remote monitoring of your customer's IP enabled devices from video codecs and endpoints, gateways and select MCUs, network routers and more. Services monitor the availability and health of your network while alerting you when warnings or failures occur.