



ENGIE

AV Technologies

PROFESSIONAL AV

DIGITAL SIGNAGE

CONTROL SYSTEMS



MANAGED SERVICES

ELIMINATE WORRY AND ENHANCE PRODUCTIVITY

You shouldn't have to worry about your AV Systems, let us do it, we love it!

ENGIE Services AV Technologies understands that not all businesses are the same and nor are all Managed Services. We design all our Service Level Agreements with one thing in mind, you, the client. We work alongside your business and your key stakeholders to design a fully customised solution to suit your operations.

We offer everything from remote monitoring, calendar scheduled service visits through to in-house dedicated AV staff that are there when you need them the most. We can manage any or all of your investment, giving you the ability to be flexible, agile, and of course cost effective.

PROFESSIONAL AV • DIGITAL SIGNAGE • INTERACTIVE • COLLABORATION • CONTROL & AUTOMATION • MANAGED SERVICES • CONCIERGE SUPPORT





Our SLAs can be customized to provide clients with loan equipment as an interim solution when replacing or repairing faulty equipment. This guarantees your system remains operational, even during unforeseen critical errors. Our only promise is to keep your business doing what it does best, business.

Our managed services suites are defined by a detailed service level agreement (SLA), which typically include provisions for:

- Performance
- Accountability
- Security & Efficiency
- Response Times
- Relevant Upgrades
- 24/7 Helpdesk Service
- Dedicated Concierge Support Staff
- Manufacturer Hardware Warranty Support
- Asset Tracking and Management

With an SLA you can be assured that your systems are consistently monitored, reviewed and perform to your expectations.

ENGIE SERVICES AV TECHNOLOGIES

WHERE THE PREMISE OF DESIGN IS THE POWER IN USER EXPERIENCE



REMOTE MONITORING

Our helpdesk can remotely monitor the status of your system and measure specific elements such as usage and capacity. We'll track equipment faults in real time with automatic alerts, enabling us to anticipate and address faults before you notice them.



PREVENTATIVE MAINTENANCE

AV Technologies' preventative maintenance service ensures your systems are consistently operating at their fullest potential and efficiency. We customise a visit schedule to suit your business with minimal fuss and zero impact.



EMERGENCY SERVICE

AV Technologies has structured call out rates to suit your requirements, either as part of a Service Level Agreement, or an ad hoc service on demand. Sometimes things go wrong, when they do, we've got your back.

