



**Managed Services Portfolio**



## 360° Service™ Solutions

Avidex combines the best manufacturer-trained and certified industry professionals with a comprehensive 360° Service portfolio designed to keep your AV technology performing flawlessly. From 24x7x365 Help Desk support and on-site managed services to our Avidex Assure™ remote monitoring and management platform, we deliver flexible, proactive solutions that maximize uptime, extend system life, and empower seamless collaboration.

### The Right Fit

Avidex offers flexible support and managed services options to suit your organization's needs, budget, and AV roadmap.

### Service Assurance

*Avidex Assure™* provides remote monitoring, diagnostic, break/fix, and management capabilities to ensure service uptime, performance, and deliver powerful business insights.

### Return On Investment

We'll proactively monitor your AV systems and provide insights on utilization, so you can focus on reaching your business objectives.

## Avidex Assure™

### Remote Monitoring & Intelligent AV System Management

Avidex Assure™ delivers proactive, real-time monitoring and 24x7x365 remote management of your audiovisual systems, ensuring your technology works seamlessly when you need it most. Minimize downtime and prevent issues before they disrupt productivity, with continuous system health checks, instant alerts, and proactive system maintenance.

Turn your AV environment into a source of strategic insight. With advanced analytics, Avidex Assure tracks utilization, performance, and efficiency metrics across your spaces—empowering data-driven decisions that improve operations and ROI.



# Advance Your Business with AV Managed Services

- Reduce time spent on system updates, repairs, and logistics
- Enhance system ROI and user engagement
- Gain business intelligence with system reports and analytics
- Ensure reliability and increase technology up-time with proactive maintenance and fault-detection
- Improve system performance and lifespan
- Experience worry-free preventive maintenance
- Utilize system-certified professionals as an extension of your team



## 360° Coverage

	Essential	Advanced	Elite
Call Center Availability	8 x 5 *	24 x 7	24 x 7
Technical Support Availability	8 x 5 *	8 x 5 *	24 x 7
Call Response Time SLA	4 hrs*	2 hrs*	1 hr*
On-Site Response Time SLA	2 business days	1 business day	4 business hours *
Repair or Replacement of Defective Hardware within Manufacturer Warranty	•	•	•
Repair or Replacement of Defective Hardware out of Manufacturer Warranty**		•	•
Annual Preventative Maintenance & Report (to be scheduled by Avidex)		One	One
On-Site Service Assurance Technician	Optional	Optional	Optional
Expedited advance replacement of critical devices (subject to product availability and additional fees).			•
Remote Monitoring with Fault Detection***	•	•	•
Remote Monitoring with Fault Detection, Reporting, & Troubleshooting***		•	•
AV Solution Analytics & Reporting***		•	•
Management of Device Configurations & Changes***			•

\* Standard business hours in local time.

\*\* Excluding end-of-life products as determined by the manufacturer. Other product exclusions may apply as determined by Avidex.

\*\*\* Requires internet access and implementation of capable hardware and software applications.



## Connecting People Through Innovation

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Avidex is a global AV integrator specializing in the design, integration, and support of collaborative AV solutions that improve the way we work, learn, and live. From strategic planning and system design through deployment, training, and managed services/support, Avidex creates an unparalleled client experience. Avidex is a PSNI Global Alliance affiliate, a top AV integrator in the U.S., and is a subsidiary of ITOCHU International, Inc., a Fortune Global 500 corporation.