

## PREVENTATIVE MAINTENANCE

Scheduled maintenance visits carried out by our own fully trained engineers can identify problems before they occur, and ensure your equipment is working at its best at all times. This reduces the risk of equipment failure and down time, and therefore the cost of ownership.

## PEACE OF MIND

Our service engineers warrant performing the Maintenance Services with reasonable care and skill. They shall at all times have due regard for your operational requirements and procedures, with the aim of minimising disruption to your business.

## EQUIPMENT REPAIR

Our experienced engineers can speedily repair most audio visual equipment, either onsite or at our workshop.

## Advantage Service Plan—Bronze

Pre-Pay AV Maintenance



Whatever the size of your business, you will want to know that you have the ability to present with reliability and confidence in your equipment. Investing now in an audio visual maintenance support programme is likely to save you time and money in the future. It is the ideal way to protect your investment in audio visual equipment.

The Advantage Service Plan (Bronze pre-pay) allows you to utilise dedicated maintenance engineers who have vast technical expertise in the field of audiovisual equipment, control and switching.

Our services aim to protect your ability to reliably perform computer and video based presentations and to minimise 'down time' to ensure that your facilities are kept fully operational.

The primary objectives for our Support Service are: -

- To provide a quality support service to our clients, by answering all enquiries and resolving problems in a timely, effective and professional manner.
- To improve our service to clients and to increase client satisfaction of the service provided.
- To maintain high standards through the quality of our support team providing this service.

Our audio visual maintenance services cover:

- Telephone support to answer technical queries
- Scheduled preventative onsite engineering visits by our own fully trained engineers. This will identify problems before they occur, and ensure your equipment is working at its best at all times. This reduces the risk of equipment failure and down time, and therefore the cost of ownership.
- Curative maintenance visits to resolve product problems and integrated system failure
- Engineering workshop / manufacturer repair (Repairs and replacement parts are chargeable outside of manufacturer's warranty).
- Assistance in sourcing loan equipment whilst repair is undertaken, if required. This may be chargeable as a hire fee, if not covered under any manufacturer extended warranty / loan guarantee.
- User Protection Guarantee where we will provide familiarisation to a named user/person responsible for all audiovisual integrated environments at each site under contract. We will guarantee to re-train another individual should the original person responsible leave your organisation, to help cushion the impact of losing a key employee.

## Engineering Pre-Pay Investment

	Pre-Pay Bronze Maintenance	
<b>Taster</b>	*10 x man-hours engineering time @ £90.00 per hour	£900.00
<b>Option 1</b>	8 x man-hours engineering time @ £105.00 per hour	£840.00
<b>Option 2</b>	16 x man-hours engineering time @ £100.00 per hour	£1,600.00
<b>Option 3</b>	24 x man-hours engineering time @ £95.00 per hour	£2,280.00
<b>Option 4</b>	32 x man-hours engineering time @ £90.00 per hour	£2,880.00

\* Minimum one Preventative Visit required per annum

**WHY USE SMART PRESENTATIONS LTD?**

As an IT executive, you know that there simply aren't enough hours in the day to do everything that needs to be done. Maintaining your AV systems can seem too big or complicated a task, not to mention too time consuming, to ever make it to the top of your to-do list.

Smart Presentations can help you change all that, and actually make AV work for you, not against you. This will leave you more time to concentrate on the million and one other things demanding your attention. Our engineers can get your AV cover sorted, making sure it works reliably and delivers exactly what your business needs.

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## Service Desk



All customer service communications are recorded, categorised, and escalated appropriately to ensure issues are dealt with in a timely manner.

On completion of your call, a severity level for the problem will be assigned based on the particular incident type, and you will be given a unique service case number (this will also be automatically emailed to you). Each call / incident will be logged with the support desk will be assigned a priority level based on the known severity of the problem at that time. The priority level assigned will determine the level of service to be applied on a call, and the timescales laid down for the management and ultimate resolution of a problem. Where emergency on site engineering support is required, we will endeavour to confirm all requests within 2 hours.

## Moving forward

As a first step, we recommend a low-risk pre-pay "taster" option of 10 hours AV engineering time. The hours may be used for on-site preventative maintenance and curative support, or towards our in house repair assessments and servicing. The 10 hours may be used any time up to 12 months from purchase.

Confirmation of Order	
Organisation	
Address	
Contact	
Telephone	
Email	
Order reference	
Order Date	/ /
Service Summary	Pre-Purchased AV Engineering man-hours x hours @ £ + VAT
Service Description	<ul style="list-style-type: none"> <li>• The taster option is only available to new customers and only one taster can be purchased per customer</li> <li>• Pre-purchased engineering time has an effective shelf-life of 12-months, after which any unused time can be carried over assuming additional time is purchased after 12-months. Similarly should the customer use all time within 12-months, further time can be purchased.</li> <li>• Service Level Agreement (2-hours by phone, 24 working hours on site)</li> <li>• Support and SLA available during normal working hours: 9am through 5.30pm, Monday through Friday, excluding bank/public holidays.</li> <li>• The minimum charge on-site is 2 hours, after which time is used in 0.5 hour increments.</li> <li>• Travel time to/from site is included for the first 1.5 hours each way. Additional time will be charged at half rate per hour.</li> <li>• The rate is increased to 1.5 x man-hours for evenings and Saturdays, and 2.0 x man-hours for Sundays and public/bank holidays.</li> <li>• Based on 7 day payment terms. The above investments exclude VAT at the prevailing rate</li> </ul>
Signature	
Print Name	
Position	
Date	/ /