



Discover the many ways our dedicated service & expertise can make the difference!

Client Support Services

Flexible Plans Tailored to Maximize, Protect, and Prolong Your Investment

Proactive Measures & Priority Resolutions

TI's programs provide preventative maintenance and monitoring; proactive measures that insure optimal performance and avoid costly disruptions. While we strive for excellence in our client's experience from project inception to completion and throughout the system's lifecycle, sometimes equipment will fail. Engaging our team of client support professionals and industry certified technicians will insure priority resolution of your technical issues while minimizing your downtime and keeping your costs manageable and predictable.

TI's Tiered Plans

GOLD – Advanced premium services plan

SILVER – Classic enhanced services plan

BRONZE – Economical essential services plan

In addition to our standard plans, TI offers enhanced & stand-alone services, allowing you to create the exact coverage you need. Choose from accelerated response time & 24/7 support or, for trouble-free meetings and support of daily operations, select from our portfolio of Managed Services. TI Managed Services provides cloud-managed or onsite support of your audio video and communications systems. Services can include 24/7 Remote Monitoring, Concierge Services, Call Bridging, Room Scheduling & Reporting. For maximum support, our TI-OnSite Managed Services Program places a dedicated technician on your team for ongoing support and maintenance.

Three Customizable Plans Offer:

- World class help desk support
- Comprehensive system coverage and preventative maintenance plans
- Extended service hours & reduced response times
- Optional TI-OnSite Managed Services

TI Client Technical Assistance Center (TI-CTAC)

- Our dedicated service department and help desk is staffed by experienced, certified personnel who provide exceptional levels of technical expertise and customer service.
- In order to maintain TI service standards, our customer service staff are employees, not subcontractors, that adhere to our rigorous standardized training and procedures. As employees they have streamlined communication to TI management for more efficient problem resolution and escalation.
- 24/5 support Monday 7:00AM – Saturday 7:00AM EST for trouble resolution with 24/7 plans available

TI Client Support Services Provide:

- Optimal system performance
- Extended product life
- Predictable and controlled fees
- Priority service and privileges
- Software and firmware updates
- Consultative system analysis
- Multi-year agreements for added savings

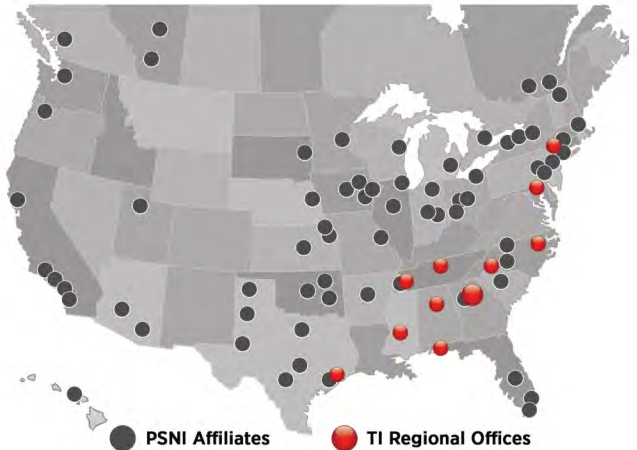


SELECT YOUR LEVEL OF SERVICE & SUPPORT	GOLD	SILVER	BRONZE
Unlimited Help Desk Support	●	●	●
Exclusive Toll-free Support Line	●	●	●
Guaranteed Call-back Time During Business Hours	1 hour	2 hours	4 hours
Product Manufacturer Management	●	●	●
Guaranteed Onsite Response	1 day	2 days	-o-
Preventative Maintenance Visits	2	1	-o-
Replacement Part Coverage	●	●	-o-
Unlimited Onsite Visits with Covered Travel Expenses	●	●	-o-
Priority Queing	●	-o-	-o-
Optional Lamp Coverage	●	-o-	-o-
Periodic Training/Retraining	●	-o-	-o-
Firmware/Software* Updates	●	-o-	-o-
Customize Options With Enhanced Services			
Additional Preventative Maintenance Visits	○	○	○
Onsite Emergency Support Within 4 Hours**	○	○	○
24/7 Phone and Email Support	○	○	○
24/7 Onsite Emergency Support Within 4 Hours*	○	○	○
Remote, Managed, and TI-OnSite Managed Services	○	○	○
Onsite Emergency Support Within 4 Hours Weekdays 8:30AM – 6PM**	○	○	○
*Some Firmware upgrades require sub coverage from the original equipment manufacturer.			
**These options are only available within 150 miles of a TI office or with TI-OnSite Managed Services			
<p>● Included Service ○ Optional Service -o- Not Applicable</p>			

Your Audio & Video enabled collaboration technology system drives operational efficiencies, reducing costs while enhancing productivity and generating revenue. Its performance is critical to your day-to-day operations and bottom-line, and that makes it our priority!

Protect your technologies system and maximize your return on investment with a customized support program. Technical Innovation’s flexible plans allow you to choose from a comprehensive, scalable suite of services.

With a number of well-established office locations and an extensive global partner network, we’ll be there for you whenever and wherever needed.



**To Learn More About Our Support Services and the Type of Program We Can Tailor to Your Needs
Call 800.554.5440 or Visit Us Online at Technical-Innovation.com/Support**

