



Support Offering

RoomReady Support packages are made to work for all types of systems. From simple presentation-only rooms all the way up to 2000 seat auditoriums....we've got you covered. We currently offer 3 support packages: Select, Preferred, and Elite.

	SELECT	PREFERRED
Remote Support	Included	
Minimum Remote Response Time	4 hours	2 hours
On-Site Support	\$125/hour	
On-Site Response Time	24-36 hours	12-24 hours
Service Reports	Monthly	
Telephone & Email Hours	M-F 8a-5p Central	
RoomReady Support Site Access	Included	
Remote Manufacturer Software/Firmware Updates	1/year	2/year
On-Site Manufacturer Software/Firmware Updates	NA	1/year
Parts Replacement	Cost + 10%	
Parts Warranty Advanced Replacement	NA	\$150 fee
Parts Shipping	At Cost	No charge
Remote System User Training	\$75/hour	
On-Site System User Training	\$100/hour	
Cisco TAC Management	\$100/hour	
On-Site Preventative Maintenance	NA	1 visit/year
Annual Support Review	NA	1 /year

NOTES:

Remote support hours noted are business hours. Problems reported after 5pm will be handled next business morning.

Parts support is based on available inventory

On-Site support response is time after remote support session and will be billed at a minimum of 2 hours.

Cisco TAC support requires the client to add RoomReady to their existing Cisco contract.

	ELITE
Customized Support	<ul style="list-style-type: none">▪ Full-time, on-site technician▪ Preferred access to RoomReady Support Resources▪ Integration with client ticketing systems▪ Custom on-site workflow systems▪ Custom on-site workflow set-up▪ Weekly service reports▪ Daily/weekly room sweeps▪ Event support▪ Equipment inventory management▪ Preventative room maintenance▪ End-user training▪ Room audio tuning▪ Equipment warranty tracking▪ Manufacturer RMA facilitation▪ Executive conference room set-up and testing▪ Technology roadmap consultation▪ Onsite service manager consultation

Remote & On-Site Support

RoomReady support agreements include remote support troubleshooting. Our remote technicians and engineers will be equipped with documentation about your existing install to help you resolve your issues faster. Remote support session typically will involve smart hands onsite enabling the remote technician to access equipment and or software via WebEx support session. On-Site support can be deployed if equipment needs to be replaced or the on-site contact is unable to help with the remote session. On-Site technicians will be able to tackle any issue no matter how complicated along with swapping out bad equipment or helping facilitate an RMA.

Support Response Time

RoomReady support provides an SLA for response time and ticket resolution. Response times are based on the level of impact and urgency. More details can be provided upon request. All response times listed on this document are based upon business hours.

Detailed Service Reports

RoomReady provides monthly service reports showing support ticket information including, but not limited to, number of tickets active, average close rate, average response time, Labor charges, equipment charges, RMA details.

Manufacturer Software & Firmware Updates

RoomReady helps keep you up to date with known good working firmware. Our advanced services department handles 100's of installs a month and our engineers have insight as to what firmware has bugs and what could possibly break your system. Our staff can help manage that maze of interoperability between vendors and make sure your systems stay up to date. RoomReady is also a member of the Cisco Collaboration Early Field Trials Team. This allows our engineers to test firmware in house before it is publicly available and see if there is an issue between AV components or changes in the API.

Parts & Advanced Replacement

RoomReady can provide replacement parts and advanced replacement parts based on your level of coverage. Most parts have a minimum of 24 hours turnaround. Additionally, RoomReady offers a service to stock parts specifically for critical systems in your company at one of our regional campuses – Portland, OR, Bloomington-Normal, IL, and New York, NY.

System User Training

RoomReady can provide remote and on-site training for your staff on room systems. Remote training would consist of a train the trainer type of engagement where you already have a trainer or technical lead onsite, but they need a little extra help with system operations. It can also help you design training materials to distribute to your end users.

RoomReady on-site training can be setup for one our trainers to work directly with your end users. These training engagements could be 1 day or over a week depending on how many rooms and users you have. On-site trainers can provide expertise to end users and help remove the burden of training from your existing staff. The on-site trainers can also setup different courses to supply administration or troubleshooting training to your AV staff as well.

Cisco TAC Management

RoomReady can help you with your Cisco TAC cases and RMA facilitations. RoomReady installs on an average 75+ cisco endpoints per month. Our Remote support techs have experience in providing Cisco TAC with exactly what they need to make the case move faster and cut down on the back and forth emails. Getting an RMA on a Cisco endpoint can sometimes be daunting if you have never performed one. RoomReady would have to have our CCO ID added to your contract to facilitate any TAC work, but beyond that we are here to help.

On-site Preventative Maintenance Visits

RoomReady technicians will be deployed to your site to verify the system is working just as well as it did the day it was installed. This visit would include, but is not limited to, testing end user cable connections, verifying existing equipment for damage, verify room functionality, complete a room commissioning report.

Annual Support Review

RoomReady will setup an annual support review during your contract to make sure our services are meeting your needs. During this review our service manager or coordinator will go through a summary of what has happened over the term of your contract and make sure we are hitting your goals and expectations.