room▸ready™

We Support All Rooms

Did you know that we can takeover AV support on your conference rooms if your current provider isn't working out? We simply audit your rooms, document the solutions, and support you the way you need. Our simple 3-step process builds the foundation for efficient and reliable support.

Our 3-step process:

Document Room Inventory   **Select Support Package**   **Transition**

Step #1 - Document Room Inventory

We need to know what you have before we can support it well. This step often delivers some surprises because reality usually doesn't line up with expectations. Here are the types of information we gather:

▸ Rooms: photo, size, seats, non-technology items

▸ Equipment: video, audio, content sharing, etc.

▸ Technology: supported platforms

All this information will be delivered to you and used in our risk assessment. We will determine risk level based on factors such as end of life equipment, user experience, operational issues, and safety issues.

Step #2 – Determine Support Agreement Needs

Our goal is to eliminate complexities and failure points, so you have consistent user experiences. We not only troubleshoot your current issue, but also make recommendations to improve your solution to eliminate it all together. The result is better meetings, fewer support tickets, and lower year-over-year costs.

Check us out at
roomready.com

We offer standard support packages based on the type of rooms you have. Our packages include:

▸ Remote support troubleshooting session between RoomReady support technician and your on-site technical person

▸ SLA for response times and ticket resolution

▸ Quick, efficient resolution aided by documentation of your existing installed solution

▸ On-site support can be deployed at an additional cost should that be necessary

What you can expect

Incident Management	M-F 8a-5p CST
Remote Response Time	2 Business Hours
On-Site Support	Bill Hourly
On-Site Response Time	3 Business Days or Less
Phone & Email Support	Included
Manufacture Software Updates Management	Once Annually (Remote)
UC Platform Case Management	Bill Hourly
Customer Support Review	Once Annually (Remote)

Step #3 – Transition

To ensure a smooth transition from your current provider, we'll participate in the process however you would like. We can participate in the transition plan development, meet with the outgoing provider, or simply step in when you are ready. We plug-in when and how you want.

We'd love a chance to talk to you about what you are looking for in a support partner. Reach out and let's get started. Email HelpMe@RoomReady.com

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We innovate . You collaborate .

Email: HelpMe@RoomReady.com.