room▸ready™

Support Take Over

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

Kick-Off Meeting

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: photos, dimension, 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 & Service Agreement Needs

We aim to reduce complexity and failures to ensure a consistent user experience. Beyond resolving issues, we recommend improvements to prevent future problems, resulting in smoother meetings, fewer support requests, and lower annual costs.

Check us out at
roomready.com

We offer three Support Packages featuring:

▸ Remote troubleshooting between a RoomReady technician and your onsite staff
▸ Defined response and resolution SLAs
▸ Fast solutions supported by detailed documentation

On-site support is available for an added fee or included in our Enhanced and Elite Packages.

What You Can Expect

Support Desk Hours	Monday-Friday 8a-5p CST
Incident Ticket Management	Unlimited
Phone & Email Support	Unlimited
Remote Response Time	2 Business Hours
Support Dashboard Review	Annual PDF Report
Onsite Dispatch	Billed Hourly T&M or Included with Enhanced & Elite

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