

# AV Support Offerings



RoomReady is dedicated to making sure your meeting technology performs optimally from the very first day it is installed, and every day after that. We don't see installation as the conclusion of our partnership; instead, it marks the beginning of our ongoing commitment to your success.

Our flexible Support Offerings are designed to accommodate any system, regardless of its scale. Whether you need support for a small huddle room focused on presentations or a large, multifunctional training space, our team ensures that your technology continues to deliver reliable performance. We take pride in keeping the process straightforward and hassle-free, so you can focus on what matters most: your meetings and collaboration.

## Essential Support

RoomReady *Essential Support* includes remote support troubleshooting. Our remote technicians and engineers are equipped with documentation about your AV Solution to help you resolve your issues quickly and efficiently. Remote support sessions will typically involve a technical person on-site from your company to enable the remote technician access to equipment and/or software via remote support session.

### What You Can Expect with Essential Support:

Support Desk Hours  
Incident Ticket Management  
Phone & Email Support  
Remote Response Time  
Support Dashboard Review  
Onsite Dispatch

Mon-Fri, 8a-5p CT  
Unlimited  
Unlimited  
2 Business Hours  
Annual PDF Report  
Billed Hourly



Check us out at  
[roomready.com](http://roomready.com)

## Enhanced Support

RoomReady *Enhanced Support* means you're prepared for those moments when remote troubleshooting isn't enough. Instead of waiting for purchase orders or additional approvals, we can dispatch a qualified technician to your location without delays. This ensures your systems stay up and running with minimal disruption.

Our on-site technicians are equipped to handle everything from complex break/fix issues to hardware replacements and RMA facilitation. They can also support prescheduled events and perform system health checks to keep your environment operating at its best. By choosing Enhanced, you're allocating resources upfront to cover these critical on-site needs, giving you peace of mind and a faster path to resolution.

### What You Can Expect with Enhanced:

Support Desk Hours	Monday-Friday 8a-5p CST
Incident Ticket Management	Unlimited
Phone & Email Support	Unlimited
Remote Response Time	2 Business Hours
On-Site Support	Included
On-Site Response Dispatch	3 Business Days or Less
Support Dashboard Review	Annual PDF Report

## Elite Support

RoomReady *Elite Support* is our most comprehensive Support Offering that is tailored to meet your needs. With Elite Support, a dedicated support team works on-site full time to manage and support your AV systems. From event run-of-show testing to final even support, we ensure the successful use and performance of your AV systems. The team monitors collaboration solutions, performs regular maintenance, schedules firmware updates and are always on site to address any issues that may arise.

### What You Can Expect with Elite:

Support Personnel Hours	M-F, 8a-5p Local Time
Incident Ticket Management	Included
On-Site Support	Included
On-Site Response Time	Same Day
Phone & Email Support	Unlimited
Support Dashboard Review	Quarterly



Email: [HelpMe@RoomReady.com](mailto:HelpMe@RoomReady.com).