



# CVC Capital Partners count on Carillion Communications for expert AV maintenance and support

**CVC Capital Partners** (CVC) is one of the world's top five private equity and investment advisory firms.

Founded in 1981, the CVC Group today employs 350 people throughout Europe, Asia and the US.

We spoke to CVC Capital Partners (CVC) in the Finance Sector about the importance of support for their audio visual communications systems.

Clear communications with geographically dispersed staff and external partners are essential for investment analysis and building relationships, trust and forecasts.

Denver Diedericks, IT Support Analyst at CVC Partners, says *"we need and expect support within 24 hours, or it creates problems."*

### Strict SLAs cover a wide range of support and support types

CVC have strict service level agreements with Carillion Communications that include service desk and first line support, remote and on-site engineering support, and proactive checks and upgrades to ensure system are up to date.

CVC have systems deployed across many cities through out Europe including the UK, Germany, Luxembourg, Paris and beyond. The AV standards agreed with the team in London are implemented across the EMEA region and are focused around the Poly RealPresence platform with complementary hardware from Crestron, Barco, Shure, NEC and others deployed in accordance with the specific requirements of the local office, but always in line with the approved AV standards.

Room types include a large number of meeting rooms, ranging in size from boardroom to huddle space, in the UK and continental Europe.

### From proactive health checks to screamingly important reaction

Denver Diedericks characterises Carillion's service as a mix of annual checks and software upgrades, which he views as "health care", and a replacement service.

*"Our AV facilities are heavily used, if not over-used. Inevitably, sometimes, things break. Under the terms of our agreement Carillion repair, re-*

*install or replace items, which could not be better, because we just don't have to think about it."*

### When time matters: distance, capability and continuity

CVC offices are widespread. Carillion averages a 4-hour maintenance response time at CVC's London offices, which house seven video conferencing suites, and 2-3 days at offices outside the UK, such as Copenhagen and Jersey.

When asked about Carillion Communications capability, Denver Diedericks, praised the comprehensive range of Carillion's services and contrasted CVC's UK experience with problems experienced in New York.

*"Carillion looks after the technical side of our business from racks and networks to connectivity, and from components to updates. Carillion staff are proactive and strategic in their approach, which is one of the reasons they have been our AV partner of choice for more than six years. Continuity contributes to our mutual success, as they help to specify, then maintain our AV systems"*.

### Carillion honesty & customer focus set them apart

*"Just to give you one common example of our contrary experience in New York: We find that in the US equipment is over-specified and frequently not fit for the room. Multiple vendors has led to complexity, not value"*.

### The Carillion difference

Dee Reed, MD, Carillion Communications, says, *"We have to earn the right to maintain a customer's AV estate. We earn that right by giving good, objective advice based on their needs and 'busting a proverbial' to ensure that customers enjoy as close to 100% uptime as is humanly possible."*


project services

**Project:**  
Company wide AV support

**Objective:**  
Reviewing the company wide audio visual installations and setting up a support process operating from a 4 hour response in the UK to 2-3 days for outside UK.

**Location:**  
UK, Denmark and the US

**Tech spec:**  
Annual checks  
Regular software upgrades

 **Included in this project** ✓

video collaboration

AV solutions

meeting room design

digital signage

integrated systems

✓ technical consultancy

✓ project management

events

AV hire

✓ maintenance/support

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