

Effectively communicate,
Effortlessly collaborate.



Support & Maintenance



History

Our business has been leading the Audio-Visual market since 1993. As we've grown over the last three decades, Carillion Communications has embraced the opportunities that technological progress offers to bring us closer together.

From early-stage video conferencing to today's integrated smart buildings, dynamic hybrid meeting spaces and one-click BYOD systems, we're excited to show you the possibilities to help your workforce work smarter, not harder!

Our Differences

When you work with Carillion Communications, you gain a trusted partner skilled in the potential for Audio-Visual solutions to produce tangible pathways to achieve your aspirations.

From the very beginning of each project, we start with a thorough consultation. During this period we invest time and resource to understand your objectives and thoroughly identify your pain points and then we make tailored recommendations to surpass your expectations.

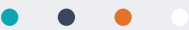
About Carillion Communications

The accomplished Carillion Communications team has years of experience designing, building and managing highly advanced Audio-Visual solutions that enhance our client's abilities to connect, communicate and collaborate.

We deliver the full scope of technical support, from small upgrades to augment conferencing system functionality to crafting bespoke set-ups for complex organisational infrastructures.

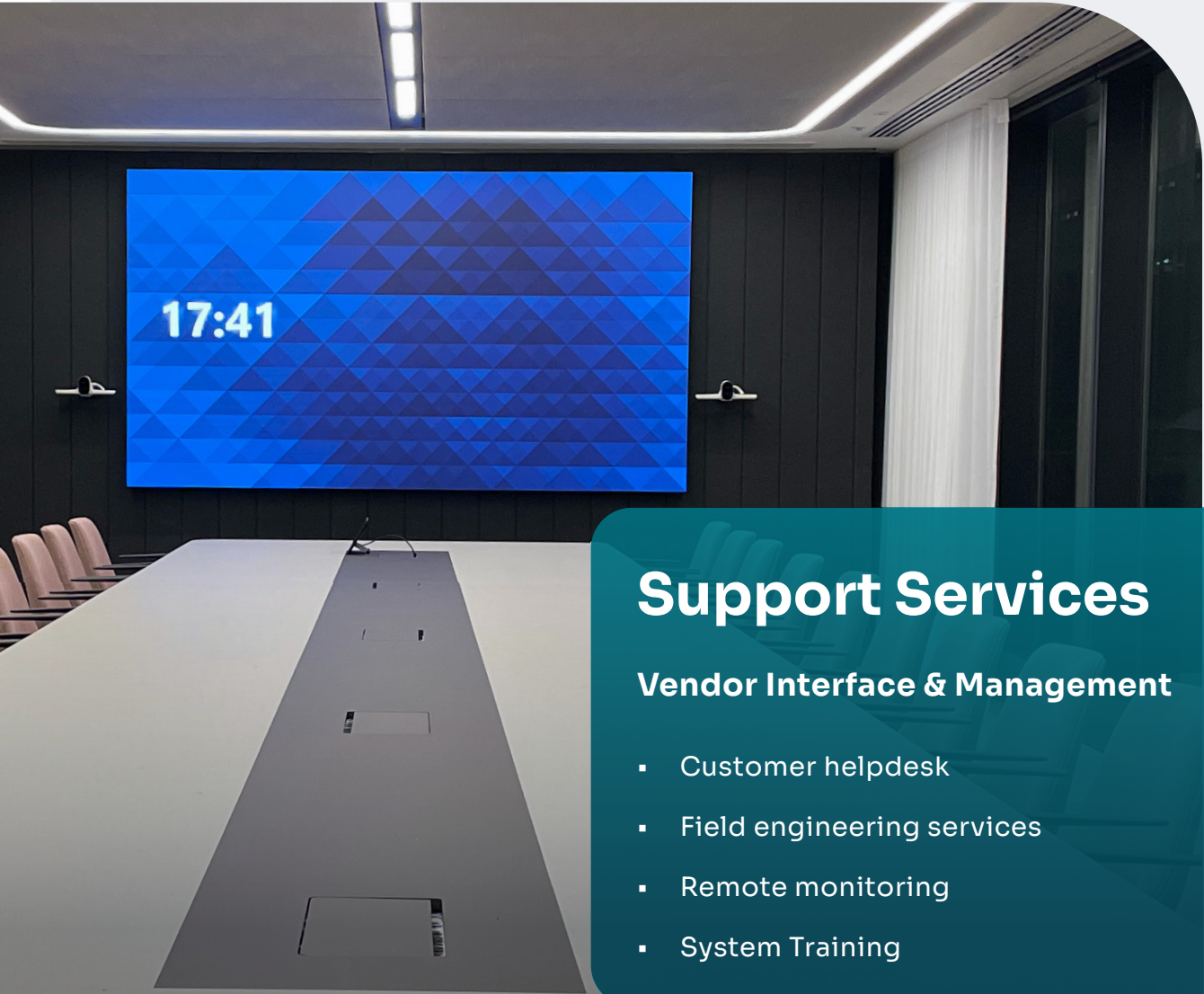
World-class Audio-Visual solutions that enhance communication and company collaboration.

Carillion Communications Support Services



Since our inception AV has gone through many significant changes and developments, however our philosophy remains the same to work closely with our customers to deliver AV solutions that just work. We combine best in class equipment, sourced from a network of leading audio visual brands, with

installation expertise from award winning teams at branches across the UK. We use this extensive experience of providing only high quality, well designed, robust and reliable installations as the platform for our maintenance and support services portfolio.



Support Services

Vendor Interface & Management

- Customer helpdesk
- Field engineering services
- Remote monitoring
- System Training



Upgrade Advantage Premier plan to include

 Cloud Cover

Cloud Cover

Fully managed on site 'white glove' services

- On-site and remote user support
- Video collaboration Cloud Cover
- Field engineering services
- Infrastructure & technology maintenance
- Event management
- Audio-Visual hire

Management Reporting

Key operational and service level data is captured during the life of the support contract, this is proactively analysed and reported on to better understand the system usage with supportive trend analysis.

- **Summary of all Service activities – by location**
- **Performance against pre agreed SLA's**
- **Annual service management reviews**
- **Issue Log investigation – summarising failures**

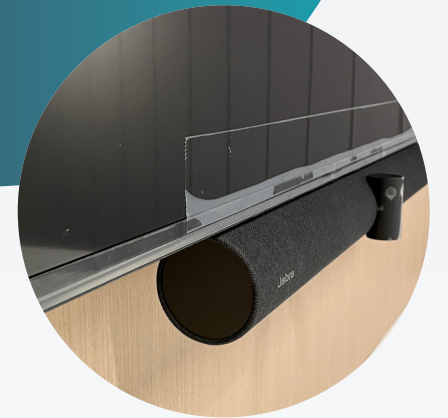
The purpose of the reporting and service management reviews is to monitor our performance against the contractual SLA's.

Innovations in Service Delivery

With thousands of successful AV installations behind us, we have researched and developed, risk assessed and stress tested to formulate an innovative AV installation framework which seamlessly transitions into our Advantage Premier program using our in-house service-take-on process (SBTO). Our Playbook ensures the individual parts of the project – from the technology to the environment to the people – seamlessly align, simplifying the complexities and smoothly deliver an outstanding Support Service that is far greater than the sum of its parts.

Service Level Agreements (SLA's) are an integral part of any support services proposal acting as a blueprint of the service expectation and obligations that we will be providing as part of this proposal. Supported by management reporting, clear escalation process and continual improvement plan. We measure our ongoing success through our ISO 9001 incorporated customer perception surveys, a balanced scorecard framework which are all under pinned by agile principles.

We have researched and developed, risk assessed and stress tested to formulate an innovative Audio-Visual installation framework.



On-site Engineer Support

In the event that a fault cannot be fixed remotely an engineer will be dispatched to site within the contracted response SLA. Working within a defined service management SLA the engineers are controlled and managed from our ConnectWise Helpdesk and are skilled, certified, and experienced across a range of AV and VC technologies and products. The engineers have direct access to both Knowledge experts and Manufacturer Support partner portals.

Big Brand Partnerships

Over the last 3 decades, we have established strong relationships with a far-reaching network of leading AV and collaboration manufacturers. This provides us with access to the very latest technologies, supplied through dependable chains of supply, enabling us to specify the right products each and every time.

Flexible Support with Fixed Costs

Would you like to plan and manage your maintenance budgets and ensure you get fast, expert support at a known cost for a fixed period?

Carillion Communications provides pre-booked, fixed-cost maintenance packages that give customers the peace of mind that their critical collaboration facilities will be supported by experienced technical professionals as quickly as possible.

Carillion Care packages eliminate callout delays caused by waiting for purchase orders or approvals. Carillion Communications manages the maintenance of offices and thousands of endpoints in the UK, around mainland Europe and worldwide. Our extensive knowledge of all major AV manufacturers, hardware and Cloud technologies means we can guarantee minimum delay when it comes to keeping your systems operational. Callouts can also be used to schedule preventative maintenance visits as required.



Telephone Support

Monday - Friday,
9:00am - 5:30pm
(excluding UK Bank Holidays)



On-site Support

Monday - Friday,
9:00am - 5:30pm
(excluding UK Bank Holidays)



Digital Response

15 minutes from logging the
initial call



Next Business Day

8 working hours after triage
is complete

Customer Feedback

Carillion Communications customer feedback provides consistent evidence that we are genuinely customer-centric.

Effective support requires proven support systems, extensive technical resources and expertise, as well as a special intangible component valued highly by customers, a 'must-do' attitude. Carillion's **Advantage Premier** assures you of the most comprehensive support service comprising remote and on-site expertise, prompt communication and a commitment to help in every way possible, which is a cornerstone of Carillion's core values.

Carillion's advantage premier service is completely transparent at every stage, from proposal to pricing, activity reporting and review.

Advantage Premier blends proactive advice and recommendation with preventative maintenance and the fastest possible response and repair times. Our aim is to provide an outsourced support service that feels like an extension of your company and your team. Manage projects fully from concept to completion, for peace of mind at all stages. Provide consistent, friendly and professional communication with project owners and stakeholders.

Display such high levels of determination and commitment; it takes many new customers by surprise. Possess a highlight defined company culture: a must-do attitude and the highest engineering and customer service standards.

Carillion's customer feedback provides consistent evidence that we are genuinely customer-centric.

Our Support Programmes

Choose a support programme that fits your needs, from fixed-price callouts to in-house resources.



Carillion

CARE

5 fixed-price nationwide support call-outs



Carillion

CARE+

10 fixed-price nationwide support call-outs



Carillion

ADVANTAGE PREMIER

Nationwide support, rapid response times and proactive advice

Carillion Communications has you covered

You can 100% rely on us because we genuinely care about the support services we provide. We will never walk away from an installation until it is working 100% and our customers are happy.

High customer retention

Carillion Communications has a 91% customer retention. The majority of our customers opt for our on-site maintenance and remain customers for many years, which translates to 91% customer retention.

SUPPORT COVER			
Nationwide support	✓	✓	✓
Technical phone support (Mon-Fri, 9-5:30)	✓	✓	✓
5 on-site visits	✓		Unlimited
10 on-site visits		✓	Unlimited
Next working day on-site engineer*			✓
Software upgrades & updates			✓
Unlimited on-site maintenance callouts			✓
Preventative maintenance (1 per annum)			✓
Activity Reporting			✓

*Support ticket must be logged before noon

ADDITIONAL SERVICE OPTIONS

Emergency call out option

User training & system adoption

Asset tagging

Legacy system testing





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