

Conference Room Support Services



Overview

Technology Service Professionals (TSP) Conference Room Support Services provide an alternative to the internal support organization's struggle to support numerous technologies, products, and users. This solution can help you identify, control, and reduce your end user time and costs, improve conference room availability, and increase end user productivity and satisfaction. TSP's Conference Room Support Services provide cost-effective solutions to address collaborative needs.

The Challenge

Conference Room meetings and collaboration is critical in today's environment. One conference room not operating properly can affect numerous employees' schedules, which increases the cost of doing business. It could also delay critical decisions that need to be made during a meeting. So how do customers ensure conference room uptime?

In today's conference room, you will find numerous vendors and products that may require multiple contracts or support services. Would a single point of contact (SPOC) be the right solution?

The Solution

TSP offers standard services designed to meet your specific hours of operation, response time, and support needs. TSP takes full ownership of any conference room product failure, in or out of warranty. TSP is your single point of contact for all failures.

Conference Room Support Services are designed to keep all conference room computing and imaging devices up and performing to maximum availability. These services deliver daily or weekly *preventive maintenance* that will help you reduce/avoid failures. If a failure does occur, *emergency maintenance* will resolve all failures. Typically offered as a service contract customized to meet your site's specific requirements, Conference Rooms Support Services provide the right skills and the right parts within a time frame that meets your needs. TSP offers on-site maintenance including parts and labor with support for products manufactured by InFocus, Sharp, Promixa, HP, Compaq, Dell, Polycom, Gyration, Smart, Toshiba, and many others.

Conference Room Support Service Features

Emergency Maintenance is critical to maximum uptime. Once a failure occurs, the customer can initiate a service request, and a Service Professional will be dispatched immediately. The problem is then diagnosed by the Service Professional who will replace a failed part or product, or provide a loaner. Either way, the conference room will be available for use. TSP offers one hour phone response and service coverage 5 or 7 days a week, 24 hours per day. Each customer can select from a committed on site response time of 2, 4, or 8 hours.

Unlimited Parts Replacement is provided on a contract or on an as needed basis. TSP stocks all commonly failed parts for a variety of conference room products. All parts are available when you need them.

Preventive Maintenance is one of the keys to maximizing conference room uptime. TSP's Preventive Maintenance Services are designed to *proactively* prevent outages and failures. This service is performed on a daily or weekly basis determined by the specific customer's needs.

Impromptu Meeting Room Set Up TSP will manage the installation and take down and can be available for technical assistance during a meeting. TSP assigns an experienced Project Leader who keeps the client informed throughout the entire process.

Consumable Replacement can be timely and costly. TSP Conference Room Support Services will provide all the labor associated with a consumable replacement such as lamps and batteries.

Technical Review Meetings keep management informed about the uptime and product failures of conference rooms. The metrics provide real data about phone response, on site response, and total time to repair analysis. These metrics can be customized according to the specific needs of each customer.



As a direct result of TSP Conference Room Support Services, organizations can expect the following benefits:

Conference Room Support Services –

- Improved conference room efficiency and performance
- Reduced operating overhead
- Reduced failures through performance of regular preventative maintenance
- Elimination of “finger pointing” that often results from dealing with multiple suppliers
- Reduced administration costs by negotiating and administering one contract instead of several.

Emergency Maintenance –

- Decreased mean time to respond and repair
- Coordinated dispatch, analysis, and troubleshooting
- Increase in mean time between failures

Preventative Maintenance –

- Reduce/Avoid future equipment failures
- Improved productivity for employees and internal IS support staff that occurs from conference room outages
- Maximized equipment operational lifetime

Impromptu Support –

- Complete management of meeting setup and take down
- Coordinate with site service to ensure that the proper network, phone, and power resources are available
- Quarterly reporting provides valuable measurement of these benefits. These quantifiable results allow our customers to see that TSP is delivering on our commitment and that their organizations are delivering on the promise of technology.

Next steps

To determine how TSP can address your specific needs, please email to services@mytsp.net or call Toll free at 1-866-484-6881.