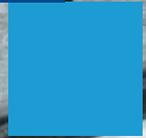




AVI  **SPL**®

Digital Workplace
Technology Services
Enterprise Conferencing and Video



Digital workplace applications give your employees the tools they need to create, collaborate, and communicate so your business thrives.

With AVI-SPL, your AV, UC, and video communications systems are simple to use, reliable, and support your business goals.

Why Partner With AVI-SPL?

AVI-SPL is an award-winning provider of technology services that improve business outcomes and the digital workplace experience.

We design, build, deploy, and support the solutions your company relies on so your teams interact and collaborate effortlessly: video collaboration, unified communications, networked AV, digital signage, interactive video walls, advanced visualization and room management systems.

We'll guide you from assessment through solution design and ongoing user experience support so that your company has the tools it needs to be successful.

From AVI-SPL, you can expect:

- Evaluation, design, and deployment that **meets business objectives**
- **Reliability and security** of your AV and UC ecosystem across locations
- **Improved collaboration** among teams, offices, and those outside your network
- Simplified collaboration-solution **monitoring, management, and automation**
- An **exceptional user experience** that improves productivity and efficiency
- System **analytics** that guide wise business decisions and investments

For organizations of all sizes, we make it easy to adopt new solutions and **unlock your business value.**

Through our services, your IT team will find it easy to oversee, service, and track data from company assets. Users will have standardized systems that are easy to use and work for them so they can **focus on their objectives.**

We support our clients' business outcomes with three pillars of service



**Professional
Services**



**Managed
Services**



**Support &
Field Services**



AVI-SPL's **Professional Services** ensure all aspects of your desired state of workplace collaboration are well articulated, understood, and enabled across your enterprise.

These services include:

- End-user experience design services
- Digital workplace strategy consulting
- Assessment and benchmarking services
- Training and adoption services

We'll deliver your desired user experience and communication goals using today's leading video conferencing, collaboration solutions, digital signage and enterprise video solutions. And you'll have an environment that can grow with your future needs.

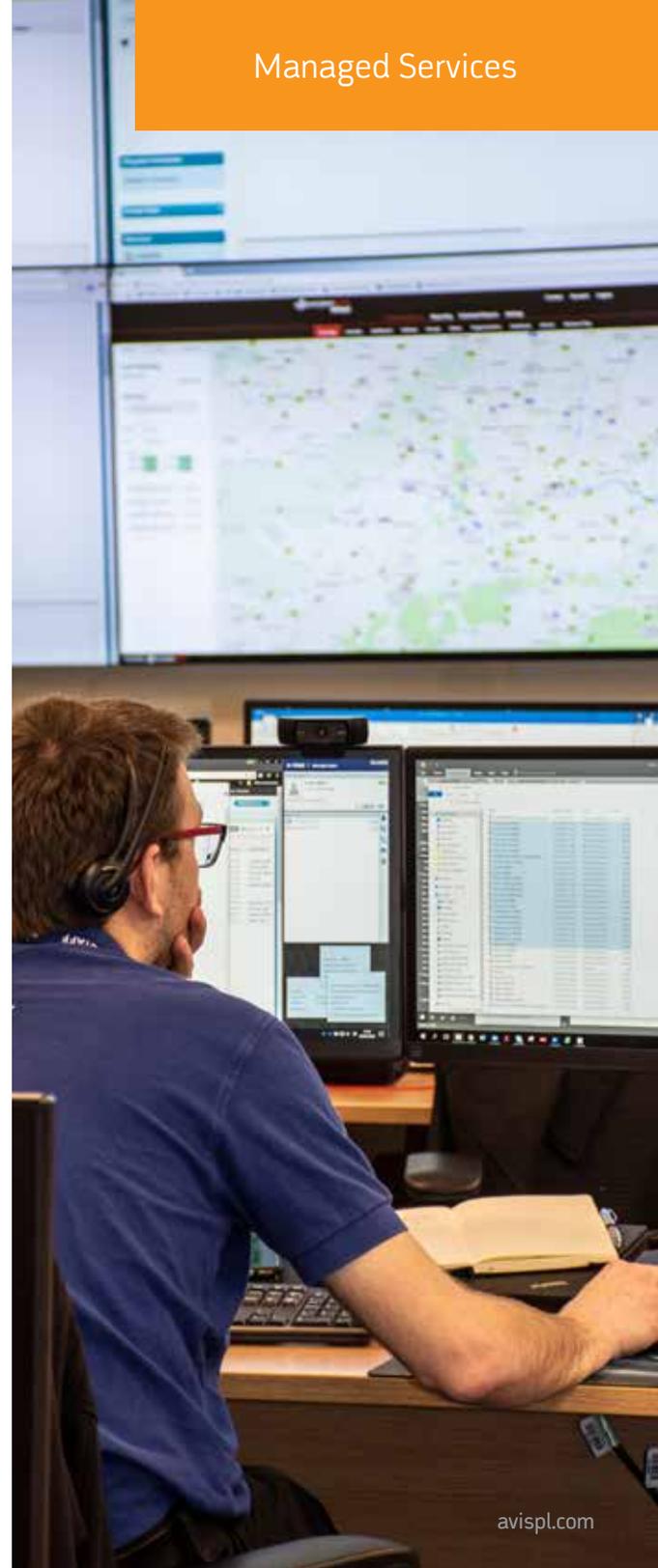


Through AVI-SPL's managed services, your digital workplace AV, UC, and video communications systems reliably connect and operate as intended so that your teams can **collaborate effortlessly**.

- Monitoring and managing the health of networked devices and rooms
- Scheduling, launching, and management of your meeting rooms and video calls
- Analytics on room usage, system availability, and quality of user experience

AVI-SPL delivers these services to you on site with our certified professionals or virtually from our **Global Services Operations Centers**, where resources can be shared or dedicated.

As your company grows and expands its digital workplace technologies, AVI-SPL's services maintain a consistent user experience and give your IT team the same level of insight and control over its AV devices, video systems, and conference infrastructure.



AVI-SPL managed services improve the user experience by delivering:

- Simple UI designs
- Reliable technology integrations
- Quick access to support
- Exceptional service levels

Our services encompass your entire AV and UC estate and provide the capabilities you expect, like **support for cloud-based conferencing** from Cisco, Microsoft, Polycom, and Zoom.

22

ITIL certified professionals

90%

customer satisfaction rating

24/7

multi-lingual help desks

4

Global Service Operations Centers in U.S. and EU.



Standardized

Your users have a consistent collaboration experience regardless of where or how they are connecting.



Simplified

Technology solutions combine multiple capabilities and are easy to use.



Scalable

Continuously improving the user experience and the ability to be proactive in support as more rooms are added.



Serviceable

Solutions are integrated into a workflow that streamlines monitoring and management.

Symphony keeps your technology working for you.

AVI-SPL Symphony is a **User Experience Management Application** for collaboration technologies that simplifies user engagement, improves meeting success, and enables business outcomes.

Symphony delivers unified, proactive, vendor-agnostic monitoring and management of AV devices, video systems, and conferencing infrastructure. Companies deploying AVI-SPL Symphony's full capabilities will benefit from an integrated end-to-end collaboration workflow, a single-pane view into the supporting technology estate, and **actionable business intelligence** that will drive the desired **user experience** and **adoption**.

As your digital workplace expands, use Symphony for simple onboarding of your new assets. You'll have the same capabilities to monitor, manage, and measure their use.



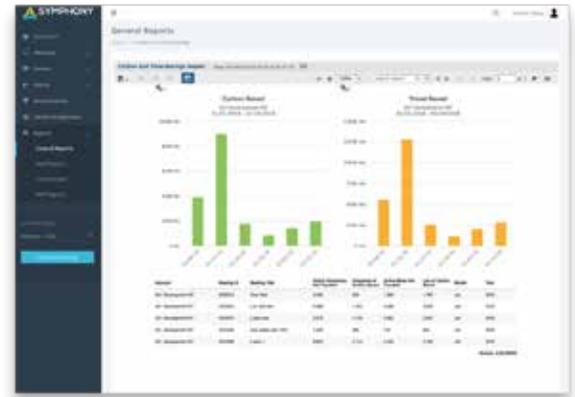
With Symphony, you'll generate reports for valuable data on:

- Service ticket trends
- Room utilization rates
- User technology adoption
- Carbon and time savings



The Symphony web-based portal is a window to your organization's AV and UC ecosystem. You'll gain insight and capabilities that include:

- Meeting scheduling, launching, and management
- AV and video device status monitoring
- Role-based permissions with custom ticket-creation thresholds
- API for third-party integrations with common service applications
- Video call recording and streaming
- Intuitive room scheduling and usage tracking
- Auto-detection of issues so you can quickly resolve them



Companies work smarter, have more productive meetings, and inspire collaboration when their digital workplace technology works in harmony with their teams.

Use Symphony's Actionable Business Intelligence to collect, integrate, analyze, and present data that helps you see trends and optimize processes.

- See how often your spaces and solutions are being used and their ticket trends
- Use that insight to address changes in locations, technologies, and usage/adoption

Because Symphony enables you to customize data filters and views, you can see the information that matters and build more efficient workflows.

When you need a full-time resource with the skills to optimize digital workplace technology and user experience, our On-site Managed Services program answers the call.

Every day, you'll have AVI-SPL experts working with your organization as an extension of your team, applying the AV and video skills that your IT resources don't have.

Over 200
AVI-SPL staff
work on-site at
client facilities,
including
leading Fortune
500 companies.

Our experts fill a variety of technology support roles, including:

- AV/Meeting Support Technician
- On-site Digital Workplace Program Manager
- Break/Fix Support Technician

Our trained experts work daily alongside your IT teams as an extension of our managed services operation. **We are not a staffing company.** All of our on-site resources are **AVI-SPL employees** and have a global team standing behind them to provide support, advice and guidance.

Benefits

Our resources are current on best practices and technical knowledge, so you don't need to invest in continuing education for your staff.

These on-site resources apply the knowledge, methods, and best practices used in the AV and UC industries and tailor them to your environment.

AVI-SPL's Support and Maintenance services simplify your operations, safeguard your investment, and support mixed environments that have different products, vendors, and warranties. With AVI-SPL, you receive:

Productivity:

- Collaboration technologies foster productivity, making it possible to go to market faster. AVI-SPL resources and maintenance visits can keep your inconvenience to a minimum.
- Cost savings over the life of the contract
- Support contracts allow your organization to budget properly, so you don't pay a higher price for an urgent matter. Contracted experts know what can be remotely resolved.

Dedicated expert technicians:

- AVI-SPL's trained, certified resources maintain your technology so your organization's staff can focus on your core business.

Ability to grow and still support:

As your collaboration needs increase, so does the number of devices you support and manufacturers you use. AVI-SPL can seamlessly scale to your needs and be your main point of contact.

With AVI-SPL's Support and Maintenance services, you have unlimited 24/7 access to AVI-SPL's Global Services Operations Centers (GSOC), where help desk personnel are trained to support the diverse technology solutions that comprise your enterprise. We do this in accordance with ITIL best practices and are committed to continuous service improvement, whether you require global or regional consideration.

300+
full-time staff for
**field service and
on-site technical
support**

4 multi-lingual
global support
centers

42 offices
around the world
for local support

Frost & Sullivan 2018 Best Practices Award – Global Managed Video Conferencing Service Growth Leadership Excellence (Published December 2018)

Frost & Sullivan recognizes AVI-SPL for advancing the way teams communicate and collaborate in the workplace through professional services like design and deployment, on-site and remote managed services, and global help-desk assistance.

Frost & Sullivan 2016 Best Practices Award – North American Managed Video Conferencing Services Company of the Year (Published November 2016)

Frost & Sullivan notes: “AVI-SPL’s approach to technology implementation hinges on a strategy that is comprehensive, yet flexible enough and targeted at organizations that are looking for a measured and practical approach to video conferencing.”

Gartner - “How to Evaluate Professional and Managed Services for Meeting Solutions” (Published July 2018)

In this report from July 2018, AVI-SPL is on Gartner’s shortlist of qualified service providers who can deliver managed video conferencing services.

Wainhouse Research - “Video Conferencing and AV Managed Services: An IT Manager’s Guide to Making Educated Decisions” (Published September 2017)

This 2017 report describes AVI-SPL as “one of a very limited number of providers offering an advanced managed service for both video conferencing and AV deployments.”

We are the world's most trusted provider of AV and video collaboration solutions and services. We've completed over 70,000 projects in over 100 countries.



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