



Assurance | Onsite | Onsite+

Mi Support Maintenance Services

Get to know
Mi Support
Maintenance Services.

Imagine a single point of contact for incident and case management.

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From technical support, to the provision of replacement parts, benefit from real-time access to skilled audio visual and unified collaboration specialists 24/5.



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What is Mi Support Maintenance Services?

Mi Support Maintenance Services is after-sales maintenance for audio visual (AV) and unified collaboration (UC) systems that goes beyond “break-fix”.

It is secured via an industry-leading Service Level Agreement (SLA) and delivers clients a guaranteed, faster resolution when things go wrong, with on-demand support service to maintain continuity of operations.

Why Mi Support Maintenance Services?



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Standard Manufacturer Warranty

Return to Base: Customers are generally responsible for packaging and shipping faulty product to a repairer. By the time the product is assessed and repaired, turnaround time may exceed 2 to 3 weeks.

No Defined Service Response Times:

A manufacturer's warranty is usually accompanied by ad-hoc support with no SLA and challenging response times to email communications or online enquiries.

Access to Product Information: Most manufacturer's information is predominantly sales focused. Technical documents are often hidden behind support pages with detailed information difficult to find.

Product Training: Manufacturers may offer training on a per seat fee, making it expensive to upskill an organisation. If limited people attend a course, the burden is upon them to disseminate the knowledge.

Mi Support Assurance

Advanced Parts Replacement: Our vNOC operators can respond to faults by next-working-day dispatch of replacement parts ensuring business continuity with up to seven days to return faulty product.

Industry-leading Service Level Agreement (SLA):

Mi Support provides published SLA's and escalation points to relevant subject matter experts to get you back up and running as soon as possible.

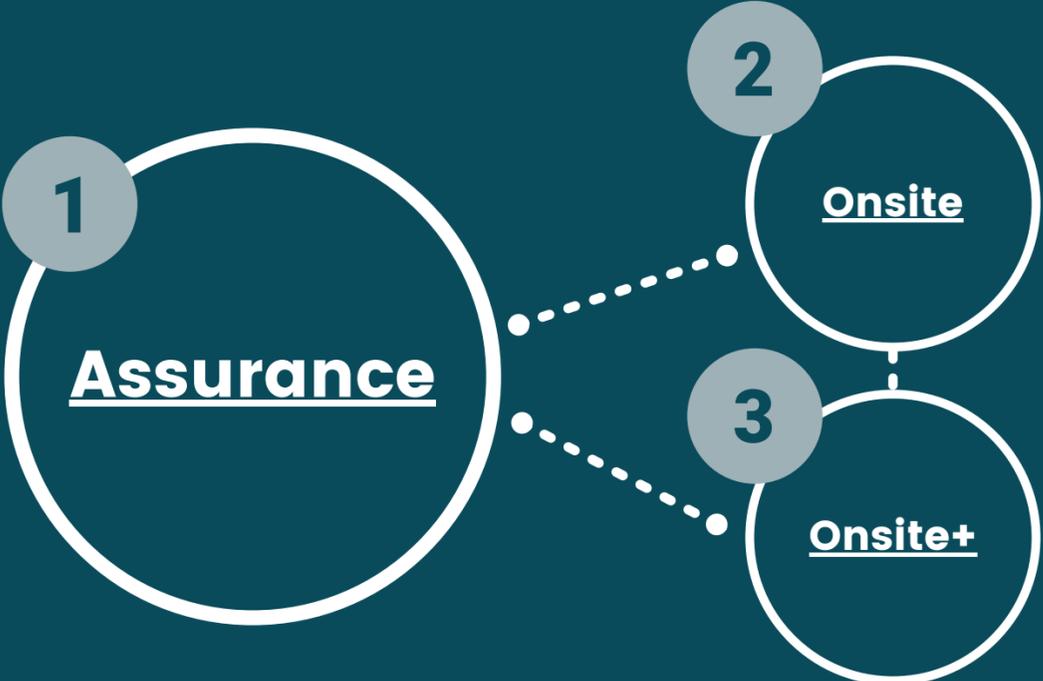
Extensive Knowledgebase: Our service portal provides access to technical information and articles focused on common processes or issues in addition to manufacturers manuals and guides.

Expert Training: Mi Support provides unlimited access to product training with the chance to send as many people, as often as desired, to scheduled training courses delivered by Avixa-certified staff.



Mi Support Maintenance Services helps businesses achieve peace of mind and continuity of operations through a full suite of benefits available through three levels of support:

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Service Level Agreement

Mi Support Assurance offers flexible SLA terms for either 12 months (minimum) or two, three and five year options, which are invoiced in advance.

The SLA affords immediate access to our extensive Knowledge Base.





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1. Mi Support Assurance

Mi Support Assurance is the essential SLA and provides a range of operational benefits to ensure business operates as smoothly as possible.



24/5 Helpdesk Support

Mi Support Assurance provides real time, 24/5 access to our vNOC Helpdesk operated by engineers with hands-on experience and access to a comprehensive knowledge-base and support processes, based on industry-recognised ITIL best practices.



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Advanced Parts Replacement

Rather than relying on standard manufacturers warranty, Mi Support Assurance includes advanced parts replacement, dispatched next working day, from our service centres.

Provided it is included in the SLA, this may also include equipment outside of the Midwich product portfolio.



Software Patches & Updates

Under Mi Support Assurance, our vNOC Helpdesk engineers will attempt to match an event to a known error and look for proven resolution actions for similar incidents.

If an issue cannot be resolved remotely, we will deploy software patches or updates, as required.



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Expert Product Training

Mi Support Assurance provides cutting edge product training delivered by technical experts who benefit from both AVIXA and vendor certified training.



Upgrade to Mi Support Onsite or Mi Support Onsite+ to get the most out of your SLA by minimising downtime to maximise productivity...



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*Designed for Integrators without the reach, resources or infrastructure required to deliver on-site support as part of an SLA.

2. Mi Support Onsite

*Mi Support Onsite expands the features of Mi Support Assurance to include next business day onsite technical support. This service level is recommended for organisations whose internal IT staff are unable to perform component replacement within their UC environments due to resource allocation or the lack of specific vendor training and certification. The vNOC Helpdesk provides a single point of contact for all fault management incorporating first-level remote troubleshooting, escalation and co-ordination of a field technician in accordance with the Mi Support SLA.

3. Mi Support Onsite+

*Mi Support Onsite+ gives you all the essential benefits of Mi Support Onsite, with the added feature of an accelerated response time of just four business hours.

This service level is the recommended choice for companies with mission critical UC environments that require the highest level of support available. As part of our on-boarding process for all Mi Support Onsite+ customers, we identify critical spares components and locations to enable swift problem resolution.



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Mi Support Maintenance Services is based on an upfront payment billed against unique SKU's with discounts available for a multi-year agreement.