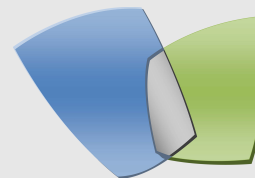




## CreationCare 24/7 Support

By purchasing Creation Networks Audiovisual hardware & software you've made a AV System investment that will help your organization operate, collaborate, and communicate more effectively. Our CreationCare support plan was developed to help you protect your investment and maximize its value over the years to come.

CreationCare provides ongoing expert support for your system and helps you leverage your technology to its fullest potential. As a CreationCare member, you can rest assured that your critical assets are supported by our dedicated team.



**CREATIONCARE**

## 24/7 WORLD-CLASS SUPPORT

### 24/7 Remote Support

CreationCare support contracts include remote support troubleshooting. Our remote technicians and engineers will be equipped with documentation about your existing install to help you resolve your issues quickly and efficiently.

### On-Site Support

In the event that an issue requires on-site support, a support team member will be dispatched to your location to provide hands-on assistance. Our technicians will be able to tackle any issue no matter how complicated including swapping out bad equipment to facilitating an RMA.

### Priority Support with Guaranteed Response Times

CreationCare provides SLA's with priority support for all supported manufactured products. This means that as a CreationCare customer your support needs will be addressed and resolved first. We strive to respond to all support requests within 2 hour and guarantee a response within 4 hours of your inquiry.

### UC Platform Case Management

CreationCare can help with Cisco TAC, Microsoft O365, and/or Zoom support cases. Our remote support techs have experience in providing exactly what they need to make the case move faster and cut down on the back and forth emails. We would need to be added to any existing contracts and/or manufacturer systems/portals to facilitate the management of a case.



## THE LATEST FEATURES AND CAPABILITIES

### Manufacturer Firmware and Software Updates

CreationCare helps keep you up to date with our knowledge of “known good” working firmware. Our integration services department handles multiple installs a month and our teams have insight as to what firmware has bugs and what could possibly break your system. Our staff can help manage that maze of interoperability between vendors and make sure your systems stay updated. If you ever have questions, just reach out and we can help.

### Discounted Hardware & Software Upgrades

CreationCare provides customers with discounts on all major upgrades purchases to your AV hardware and software. When a major upgrade is deployed, your team will be provided with a remote training session to review new functionality and features.

## LONG-TERM BENEFITS

### Extended Warranty

When you buy up to three years of CreationCare Service with your initial system purchase, we’ll extend your warranty period by one year as your CreationCare package. This warranty extension covers all supported manufacturers products.

### Discounted Rates on Professional Services

As a CreationCare member, you will be billed at a lower rate for any on-site trips, programming, and maintenance that falls outside of the scope of your service agreement.

## SIGN UP FOR CREATIONCARE

1.888.230.3661

[sales@creationnetworks.net](mailto:sales@creationnetworks.net)