

# Creation Networks Support and Maintenance Brochure



**Creation Networks**

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Audio Visual Technology





## About Creation Networks

The accomplished Creation Networks 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 organizational infrastructures.

**World-class  
Audiovisual  
solutions  
that enhance  
communication  
and company  
collaboration.**

### History

Our business has been a leader in the audiovisual market since 2006. As we've grown over the last two decades, Creation Networks 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 Creation Networks, you gain a trusted partner skilled in the potential for Audiovisual 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.



# Creation Networks Support Services

Since our inception Technology 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 across the U.S. 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



## Managed Services

### Fully managed on site 'white glove' services

- On-site and remote user support
- Video collaboration managed services
- Field engineering services
- Infrastructure & technology maintenance
- Event management services
- Audiovisual Technology 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 incorporated customer perception surveys, a balanced scorecard framework which are all under pinned by agile principles.

### 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 2 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.

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



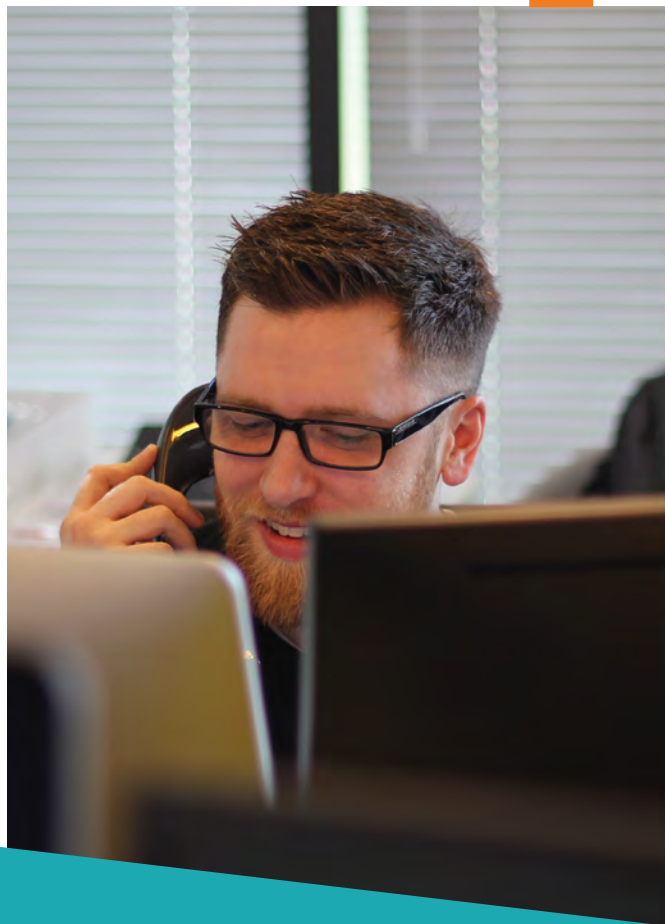


# Flexible Support with fixed costs

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?

Creation Networks 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.

CreationCare packages eliminate field call delays caused by waiting for purchase orders or approvals. Creation Networks manages the maintenance of offices and hundreds of endpoints in the US. 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. Field Calls can also be used to schedule preventative maintenance visits as required.



## Support Summary



### Telephone Support

Monday – Friday, 8:00am – 5:30pm  
(excluding US Bank Holidays)



### On-site Support

Monday – Friday, 8:00am – 5:30pm  
(excluding US Bank Holidays)



### Digital Response

60 minutes from logging the  
initial call



### Next Business Day

8 working hours after triage  
is complete

## Customer Feedback

Creation Networks 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. Creation Networks *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 Creation's core values.

CreationCare 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.

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



# Our Support Programs

Choose a support program that fits your needs, from fixed-price field calls to in-house resources.

CARE	5 fixed-price nationwide support field calls
CARE+	10 fixed-price nationwide support field calls
ADVANTAGE PREMIER	Nationwide support, rapid response times and proactive advice

SUPPORT COVER	CARE	CARE+	ADVANTAGE PREMIER
Nationwide support	✓	✓	✓
Technical phone support (Mon-Fri, 8-5:30)	✓	✓	✓
5 on-site visits	✓	✓	Unlimited*
10 on-site visits		✓	Unlimited*
Next working day on-site engineer			✓
Software upgrades & updates			✓
Unlimited on-site maintenance callouts			✓
Inventory & compliance reporting			✓
Emergency call out option**	✓	✓	✓
TRAINING SERVICES			
User training & system adoption***		✓	✓
VALUE ADDED SERVICES			
Asset tagging	✓	✓	✓
Legacy system testing	✓	✓	✓

\*Unless specified  
\*\*Additional charges apply  
\*\*\*Frequency limited to allocated PM or Care/Care+ cap

### Creation Networks 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

Creation Networks 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.



## Get in touch

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