

An Introduction

Smartcomm Service, Support
and Managed Services



Smartcomm Limited | Halifax Road | High Wycombe | Buckinghamshire | HP12 3SN

Smartcomm Service, Support and Managed Services

Recognised as one of the UK's leading specialist installers, Smartcomm has been supporting audio, visual, IT and communication systems since 1999.

We have worked diligently to build our portfolio of services, support, and managed services to deliver the excellent response your team deserves.

No matter how brilliantly equipment is installed, or how good the technology is, issues crop up and performance can deteriorate over time, unless preventative measures are taken. Our Service & Support team can offer regular maintenance visits or resolve any issue with Audio Visual, IT or Communications systems, whether we installed the equipment or not.

Our catalogue of services doesn't stop there. We also support events and conferences, provide bespoke training and offer loan equipment.

Our approach is collaborative as we believe that your organisation deserves a service contract that works with your budget and your infrastructure

Smartcomm Service, Support & Managed Services Division at a Glance

200+

contracts managed each year

>20yr

established in 1995

1,000+

miles travelled each month

>20

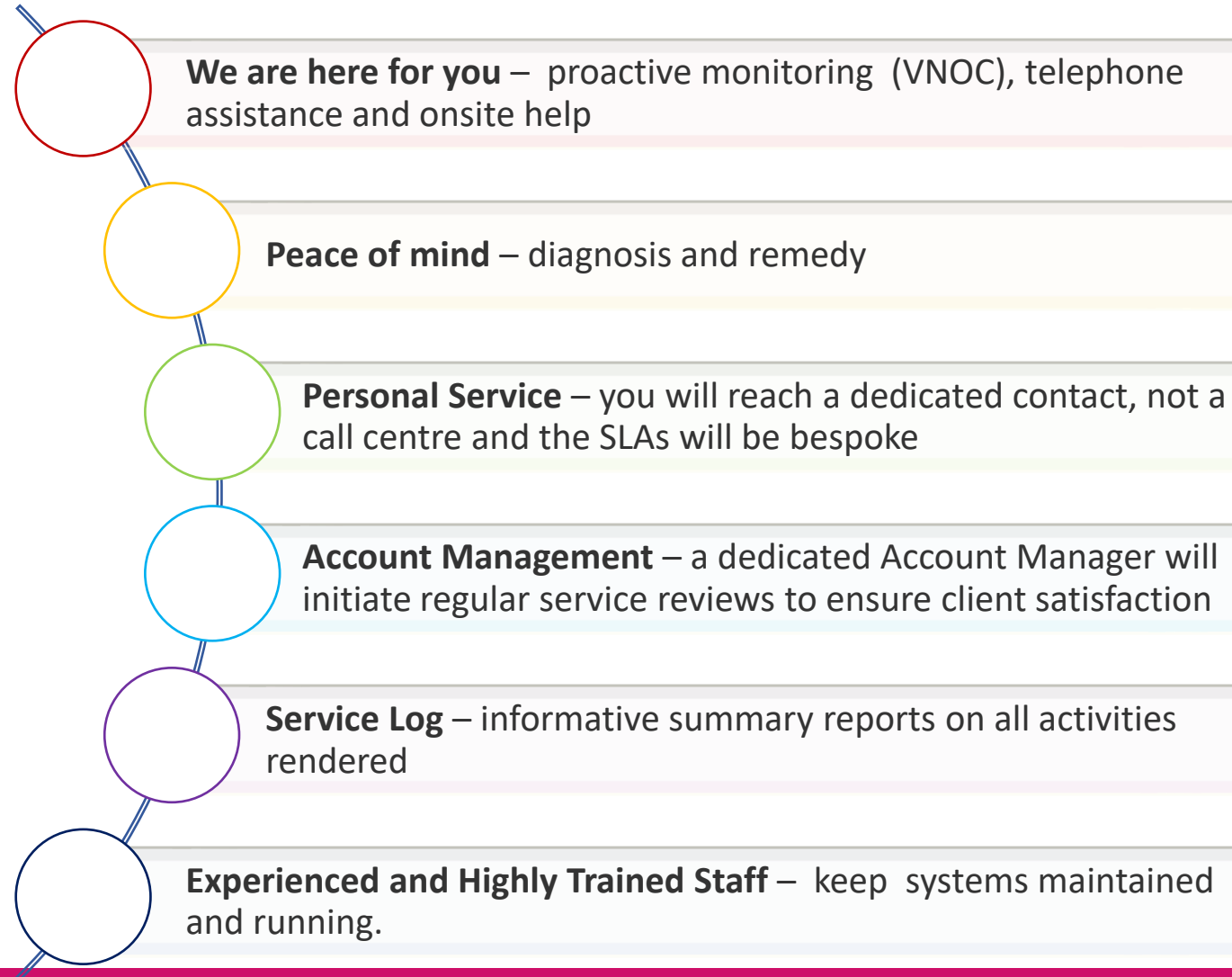
trade accreditations
certifications and affiliations

160+

items of equipment loaned
each year

Benefits of a Smartcomm Support Agreement

When you sign up to a service contract with us, you are assigned a dedicated service manager. They will manage your service and support the entire time you are with us, giving you one point of contact and making sure your support is delivered on time and within budget.



Contract Deliverables

Not happy with your current supplier? Would you like more flexibility and control over you current service levels?

Why not try Smartcomm? We have successfully taken over a number of contracts, to the delight of our clients. With dedicated engineers for continuity of service and an approach that is always professional and courteous, we can provide the safety net that will keep your systems performing to their optimum capability.

When approaching the design of your Service Level Agreement (SLA), we have the ability to innovate a tailored solution that will not only provide the exact level of support you require but also have the flexibility to evolve with your business



"Smartcomm really understand our needs here at Latham & Watkins. They are responsive, have the correct technical ability and most importantly are customer focused."



At the end of any integration project, with Smartcomm or another integrator, our team can run through all the controls and make sure you and your staff know how to operate them. Boosting your profit margin by saving you money and maximising your return.

We offer a comprehensive service catalogue



24 Hour Response via Helpdesk

24/7/365 days per year
global support available

VNOC remote support

Unlimited Access to Technical
Helpline and online reporting



Preventative Maintenance
visits to suit your requirements

Bespoke Service Level
Agreements with Agreed KPIs

Loan Equipment and Parts for
Repair or Replacement Options

VIP and Loyalty Options
Available

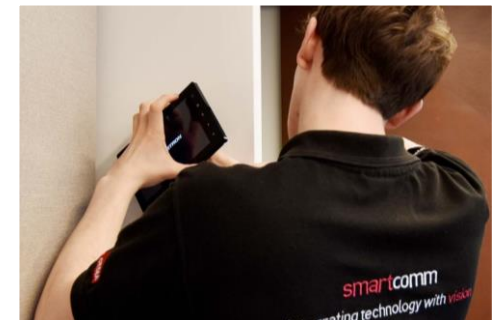


Software and Firmware
revisions and asset
management

Dedicated account
management with regular
reviews

Dedicated account
management with regular
reviews

Inclusive callouts, onsite and
offsite labour



Training including refresher
courses

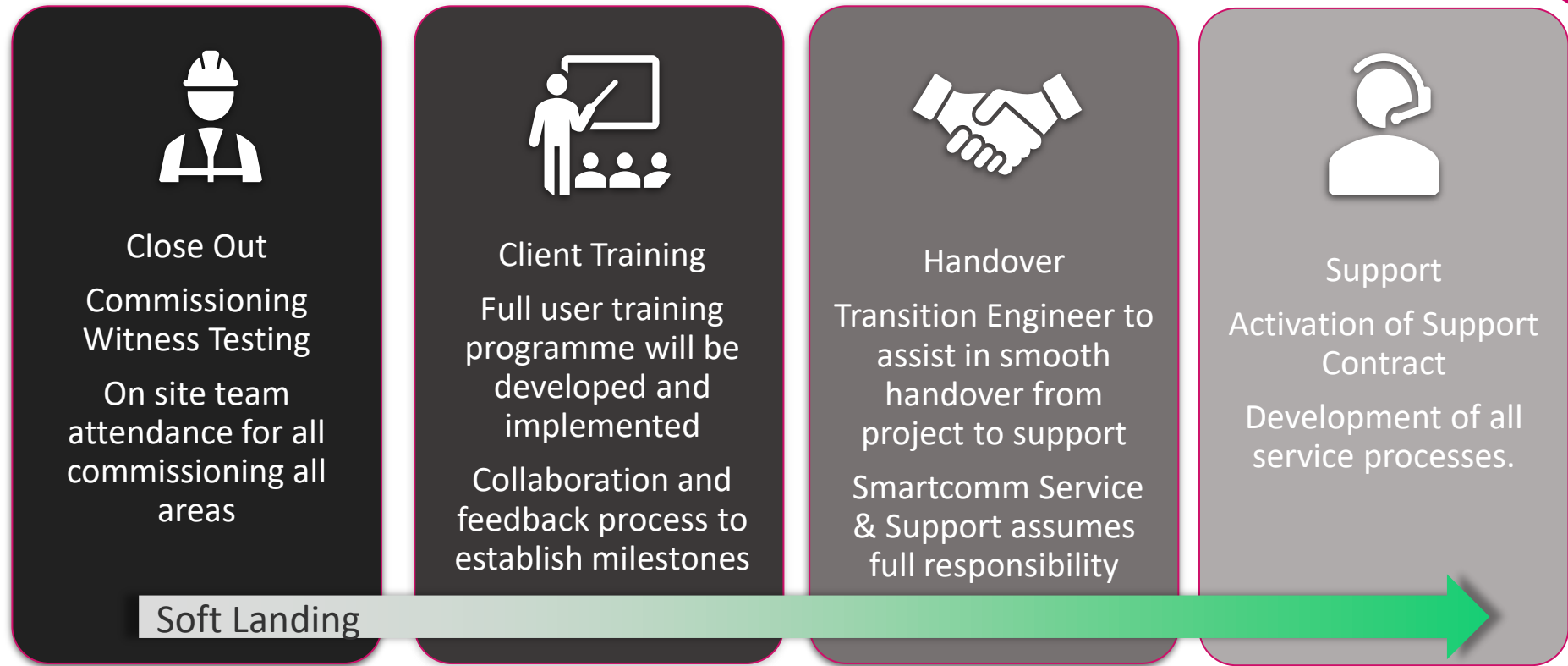
Event support

Guaranteed onsite engineer
response times or onsite
engineer provision

Critical Spares Management

Soft Landing Transition Process

Smartcomm believe well planned is well executed and a soft-landing approach is a successful one



Please get in touch if you have any questions or would like to learn more about how Smartcomm Service, Support and Managed Services can support you or your organisation



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