



Field Support Services

OUR TEAMS COME TO YOU TO SUPPORT IMPORTANT EVENTS OR UNEXPECTED ISSUES

Teams Available for Your Prime Support Times



WHITLOCK MANAGES A NATIONWIDE FIELD SERVICE OPERATION out of our AVNOC in Dallas, TX. We have trained and certified field service technicians located throughout the U.S. and worldwide through the Global Presence Alliance (GPA). Our services are available on a T&M basis or through a service level agreement we call the Priority Service Plan (PSP).

For support outside the US, we leverage the operations of our GPA partners around the world. Or, we will also work directly with our customer's preferred local partner in-country. A global field service and support agreement typically carries the same set of SLA requirements for all locations with Whitlock named as the prime responsible party.

Typical Field Support Services include:

- Preventative Maintenance
- Corrective Maintenance
- Live Event Support
- Training
- Service Level Agreements
- T&M
- Global Service Delivery Capability

Service engagement is typically direct with the local partner to streamline the support process. Local partners provide ticketing information and updates to Whitlock's Enterprise Service Coordinator where the service history is consolidated and made available to the customer's global and regional management teams. Trends and service history are reviewed with the customer on a quarterly basis.

For structured support with guaranteed SLA's, we offer our Priority Service Plan (PSP). The PSP can be customized to meet your service requirements and typically addresses on-site response time, extended warranty entitlements, critical spares provisioning and contingency funds for non-warranty equipment repairs and consumable parts provisioning. A detailed inventory of the AV and VC assets are documented and referenced to the service agreement and inventory control is included to aid in proper asset management.