



# Onsite Support Services

TRAINED AND CERTIFIED PROFESSIONALS TO AUGMENT YOUR IN-HOUSE TEAM.

## Your In-House, On-Demand Expert



**WHITLOCK ON-SITE SERVICES (OSS)** provides full-time technical resources deployed to the customer's facility to provide day to day operational and maintenance support for audiovisual and videoconferencing systems. The level of support required by the customer defines the skill level and quantity of deployed resources to be provided by Whitlock.

### Whitlock can provide the following support personnel:



- Level 1 or Level 2 technicians for in-room support and maintenance
- Video teleconferencing specialists that focus on bridge operations and infrastructure
- Site supervisors who oversee all onsite support and staff for a customer
- Service coordinators provide daily support to our deployed technician base

All Whitlock technicians are fulltime employees directly managed by an assigned Service Delivery Manager (SDM). We promote career development and growth in our employees through periodic reviews, skill level assessments and on-going training. We can directly deploy new resources into your environment, or acquire and manage existing resources.

### Typical services include:



- Day-to-Day End-User Support
- Live Event Support
- Preventive Maintenance Checks & Services (PMCS)
- Tier 1/Tier 2 Maintenance Support
- Video Teleconference Call Management
- Broadcast Facility Operations

