



Remote Support Services

GET YOUR MEETING BACK ON TRACK WITH A QUICK SUPPORT CALL TO OUR AV/NOCC

**Click or Dial
for Quick
Support**



WHITLOCK'S AV NOC OPERATIONS

The hub of our Managed Services Operation is our AV NOC located in Dallas, TX. The AV NOC is manned by service coordinators and technical personnel equipped with the skills, training and tools to provide 24/7 service and support for both audiovisual and video teleconference systems. Whitlock manages a nationwide audiovisual field service operation with trained and certified field service technicians located throughout the U.S.

Services directly provisioned and supported out of our AVNOC include:

- Remote Monitoring & Management of Audio, Video & UC Systems/Assets
- Incident Management
- Technical Support (Onsite or Offsite)
- Field Service Dispatching
- Service Coordination
- RMA Processing & Tracking
- HW/SW Warranty Management & Support (Core Services)
- 24/7 Availability



Service Coordination

Service requests received in our AVNOC are managed start to finish by our service coordinators, from parts ordering and RMA processing to helpdesk support and field service dispatching. We have both Regional Service Coordinators (RSC) and Enterprise Service Coordinators (ESC) depending on the size and scope of the account.



Remote Support Services continued

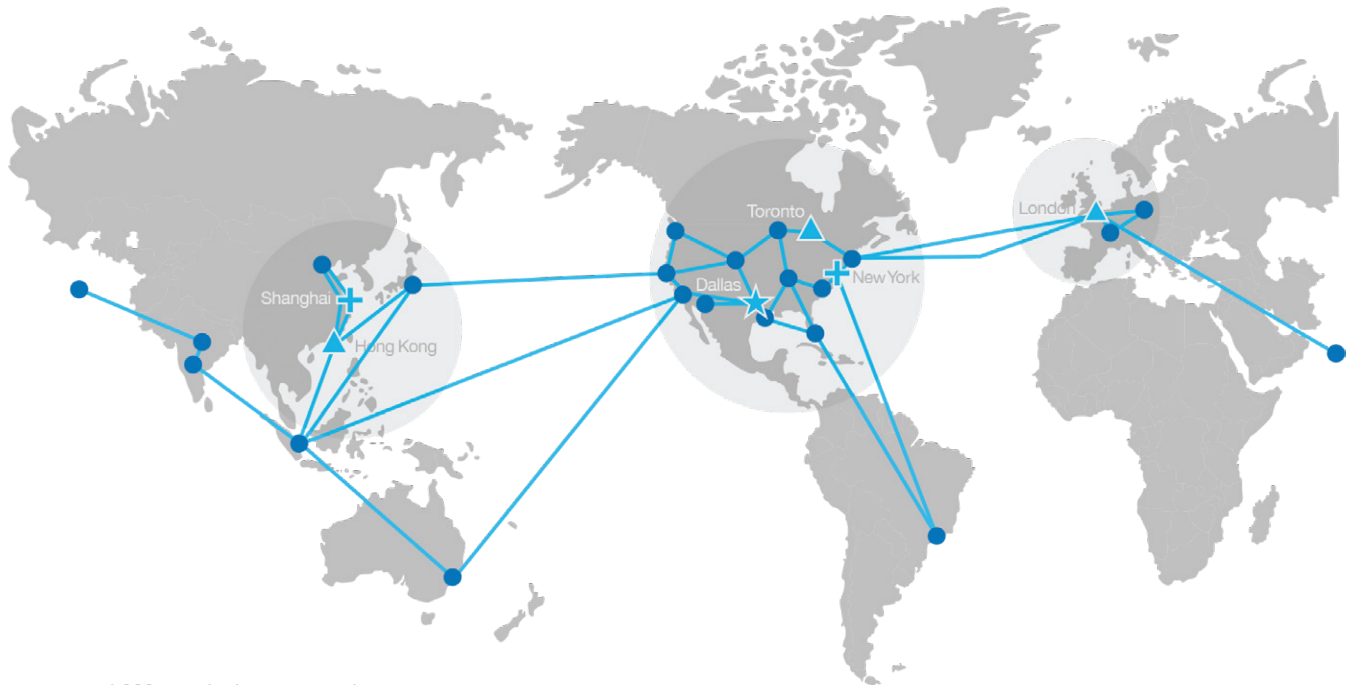
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The enterprise service coordination model is typically reserved for large multi-site service accounts where we have full-time on-site resources deployed into the customer environment, and Whitlock is providing real-time monitoring and management services.

Our ticketing system includes integrated GPS tracking of service vehicles to allow our coordinators to dynamically manage field service resources throughout the U.S and facilitate emergency support where needed. Field Service Engineers receive dispatches direct to their mobile device and update service notes in real-time. Requests from the field for RMA or parts support immediately alert the Service Coordinator through status code changes to the ticket providing a rapid, seamless and integrated service process.

For global accounts, we coordinate efforts through our AV NOC network and staffing in key locations around the world.

Global AV NOC Network



4,000 + endpoints managed

6,000 + endpoints on net

- ★ Master AV-NOC, Video Hosting, Egress, Interconnect and POP
- ▲ Video Conference VNOC, Egress, Interconnect and POP
- + Regional POP, Interconnection, Data Center and Hosting
- Masergy MPLS Backbone, POP, QOS Transport

