



Core Support Services

OUR EXPERTS CAN MANAGE WARRANTIES, AND ADVISE ON REPLACEMENTS & ROADMAPS.

Outsource Warranty Management for Critical Technologies



WHITLOCK OFFERS CORE SERVICES DESIGNED TO TRACK AND MANAGE renewable warranties for critical components in the customer’s AV and VTC estate. We are authorized to provide direct service desk and field support for all the major videoconferencing systems, which includes manufacturer extended warranty programs. Whitlock delivers these core services with our own certified engineers from our AVNOC.

MANUFACTURER	HARDWARE REPLACEMENT	SOFTWARE SUPPORT	HELP DESK SUPPORT	TECHNOLOGY
CISCO	8x5xNBD	Major and Minor	Yes	VTC
POLYCOM	8x5xNBD	Major and Minor	Yes	VTC
LIFESIZE	8x5xNBD	Major and Minor	Yes	VTC
JUPITER SYSTEMS	8x5xNBD	Major and Minor	Yes	Display
HAIVISION	8x5xNBD	Major and Minor	Yes	Digital signage
PLANAR	Upon receipt of defective	N/A	Yes	Display
BARCO	8x5NBD w/Sat Delivery	Major and Minor	Yes	Display
Avid	8x5xNBD	Major and Minor	Yes	Broadcast switching
Axis	8x5xNBD	Major and Minor	Yes	Broadcast video
Broadcast PIX	8x5xNBD	Major and Minor	Yes	Streaming
DT Research	8x5xNBD	Major and Minor	Yes	Digital signage
Optibase	8x5xNBD	Major and Minor	Yes	Broadcast video
Ross	8x5xNBD	Major and Minor	Yes	Video switching
Sonic Foundry	8x5xNBD	Major and Minor	Yes	Media streaming/recording
Vista Systems	8x5xNBD	Major and Minor	Yes	Streaming
Symon (RMG Networks)	8x5xNBD	Major and Minor	Yes	Digital signage
Vbrick	8x5xNBD	Major and Minor	Yes	Streaming
Vidyo	8x5xNBD	Major and Minor	Yes	VTC
Visix	8x5xNBD	Major and Minor	Yes	Digital signage
X20	8x5xNBD	Major and Minor	Yes	Digital signage