



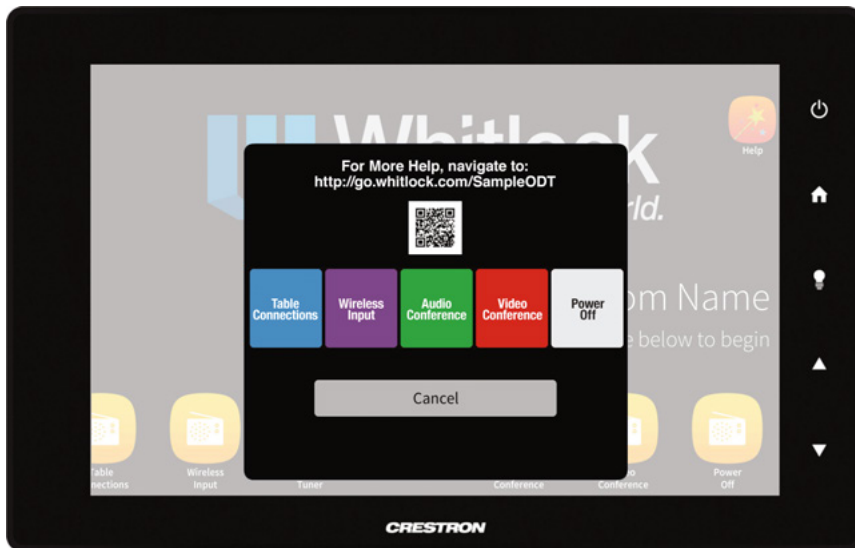
# Technology Adoption Services (TAS)

OPTIMIZE UTILIZATION & ROI OF YOUR VIDEO COLLABORATION SYSTEMS

## Enable Your Collaboration Culture



Whitlock knows the importance of maximizing the value of your technology investments. Once a new technology is implemented, it is equally as important to ensure that these systems get put to use to improve efficiency, collaboration and ROI. Whitlock provides expansive Technology Adoption Services (TAS) to help each customer achieve a world-class end user experience and meet important business goals. We offer On-Demand Training Videos, Premium On-Site Training, User-Guides, Crestron Fusion Consultation, and Roadmap Assessments – all to help you see real improvements in your teaming environment, and your bottom line.



### End User Training from the Touch Panel

- Customized video tutorials by room type
- Easy access via QR code, URL or Touch Panel
- Quick-Start Room Signage
- 12, 24, or 36 month subscription options (Includes continued hosting, usage metrics, minor edits & revisions, quarterly adoption reporting)



# Technology Adoption Services (TAS) *continued*

OPTIMIZE UTILIZATION & ROI OF YOUR VIDEO COLLABORATION SYSTEMS

## On-Demand Training



- 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

## Premium On-Site Training



- Dedicated Technology Adoption Specialist assigned to the account
- Evaluation of the customer's business processes to assist in the development of effective training curriculums
- Comprehensive training by room type, environment or solution-specific training for collaboration tools like Microsoft Surface Hub
- Customized programs for end users, power users, executives or training the trainers
- Includes training guides and CSAT surveys for ongoing improvement

## User-Guides & Operations Runbooks



- High-quality user documentation on system operations and best practices
- Technical troubleshooting procedures and checklists
- Advanced system control instructions

To view a sample of our online training, please go to [www.tinyurl.com/whitlock1](http://www.tinyurl.com/whitlock1) or launch with the QR code.

