

CREATION NETWORKS AV

Creation Networks' proactive support program designed to help organizations monitor, protect and operate their AV systems through a secure real-time cloud connection

Audio-Visual Assurance, Insight, & Lifecycle Support

We monitor & support your AV systems remotely via secure cloud

Reduce downtime with remote detection, diagnosis, & automatic dispatch

Simplifies warranty support & future upgrades

Scalable from a single room to a global enterprise

We can be your new AV help desk or augment your existing team remotely

On demand tutorials & live help are a button press away

SECURE & SCALABLE AVAILS ARCHITECTURE

AVAILS is built on the secure Q-SYS REFLECT cloud platform using AES encrypted data for the entire path between our monitoring center and your organization.

Scalable from 1 room to more than 1000 across multiple campuses or regions. New rooms, systems and devices can be added at anytime.

Low bandwidth requirements for polling equipment status means It can reside virtually unnoticed on your existing AV VLAN

Once connected, Creation Networks can act as your company's own AV help desk. Or, if you already have an existing AV support team, we can build an AV Operations Center at your facility and provide additional remote personnel and support to augment your staff.

Software and Firmware updates can be securely pushed from a central location. No need to send technicians from room to room or building to building.



AVAILS vs TRADITIONAL AV SUPPORT

DISCOVERY



<15 Minutes
>4 Hours

Entire system can be polled every 1 minute. Trouble is found before end users know

AVAILS replaces client discovery of failures with proactive system monitoring, eliminating the embarrassment and lost time of finding out your system doesn't work right when you need it most. No emails. No waiting for return phone calls from service techs.

DIAGNOSIS



<30 Minutes
>4 Hours

Diagnosing 99% of problems is immediate, without needing to send techs to site

Diagnosis is made simple with AVAILS. As soon as we discover a fault, we're likely to already know what caused it. No waiting hours or maybe even days for techs to be sent to your site to find out what's wrong. No wasted time. No wasted trip charges.

DISPATCH



<4 Hours
>8 Hours

If a tech is needed on site, they are dispatched with the right parts for your system

Because AVAILS discovers the problem and remotely diagnoses the error, in most cases, we can dispatch techs familiar with your system, with the right parts already in hand, within 30 minutes. In traditional service agreements, it can take days for the right parts to even arrive for the repair.

REPAIR



<8 Hours
>48 Hours

Techs arrive on site with parts and immediately begin repairs

With AVAILS, our goal is to have your systems back up and fully functional within 8 hours. With traditional support methods, it can take 2 days to a week before you are back up and running.

When your AV systems matter to your business - choose AVAILS!

AVAILS PRICING AV SUPPORT

AUDIO-VISUAL ASSURANCE, INSIGHT, & LIFECYCLE SUPPORT

AVAILS is designed to save our clients both time and money.

Pricing starts as low as **$250** per system per month

Compare the monthly cost of for AVAILS for a typical conference room versus a single repair call if you don't have a service contract...

	AVAILS		Typical Service Call without a Contract	
	Time	Price	Time	Price
DISCOVERY	<15 MIN	Included	2-4 HRS	Done by Client
DIAGNOSIS	<30 MIN	Included	2-4 HRS	$400-$600
DISPATCH	<4 HRS	Included	4-8 HRS	$600-$900
COMPLETED REPAIR TOTAL	<8 HRS	Discount Labor & Parts Cost	24-96 HRS	$1200 Labor + Retail Parts Cost

AVAILS is available for **every room and system type:**

- Conference Rooms
- Classrooms & Training Rooms
- Command & Control
- Emergency Operations
- Digital Signage
- Retail & Dining
- Casinos and Gaming
- Themed Entertainment & Museums
- Sports & Live Performance Venues
- Airports & Transportation Hubs
- Public Address & Mass Notification
- Resort & Convention Centers

To find out if AVAILS is right for your organization, contact your Creation Networks representative.

PROACTIVE SUPPORT. NO SURPRISES.

CREATION NETWORKS AV

Phone: 888.230.3661
Website: www.creationnetworks.net
Email: sales@creationnetworks.net