

The IVCi Advantage:

ONE STOP SHOP

Realize a greater peace of mind by receiving comprehensive operational support for all aspects of a collaboration environment through a single, dedicated support team.

CUSTOMER SATISFACTION

Customer satisfaction is our number one priority and our team received a 97% overall customer satisfaction rate for service and support from the Boston Research Survey.

MINIMAL WAIT TIMES

Our Helpdesk provides a guaranteed one hour response time for telephone technical support during business hours; however, 85% of calls are answered within three minutes.



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Rest Assured With Managed Care

OUR TEAM IS FULLY COMMITTED to providing guidance for everyday video use and helping customers avoid extended downtime. By operating the collaboration environments of countless customers for over ten years, IVCi has gained a unique technical and operational understanding that allows us to proactively identify and respond to issues. You will be able to rely on our trained and certified team to troubleshoot and resolve any issue with your equipment.

Our master contract approach eliminates the stress of managing multiple contracts with multiple end dates. IVCi will sync up maintenance coverage for all video and audio visual equipment under a single, coterminous contract to ensure your equipment is always covered. In addition, our team monitors and tracks all existing contracts and proactively reaches out to customers 60-90 days prior to an upcoming expiration date (sooner if needed).

IVCi Managed Care On-Site Includes:

(For Video Conferencing Installations)

- Unlimited 24x7 telephone technical support for video conference installations
- Guaranteed one hour telephone response time
- Access to IVCi's state-of-the-art video test call center
- A technician will open a trouble ticket and track the service issue until it has been fully resolved
- Preliminary trouble-shooting, remote diagnosis and a video test call to help identify the issue
- Parts shipped day of call for Polycom/Cisco equipment (when call is received prior to 2:00PM Eastern)
- Software updates and upgrades as released by the manufacturer and recommended by IVCi technicians to correct a software error or add a feature enhancement
- A trained and certified technician will arrive on-site next business day (if onsite need is determined by 2:00PM local time)

Access to Trained & Certified Experts

IVCi's EXTENSIVE CERTIFICATIONS represent our dedication to providing the highest level of support. These certifications include:

- Polycom Platinum Level Reseller and Certified Service Partner (CSP)
- Cisco Telepresence Video Master Authorized Technology Partner (ATP)
- Cisco Advanced Unified Communications Specialization
- ICIA Certified Technology Specialist (CTS-I and CTS-D)
- Crestron and Extron Programming Certifications
- AMX ACE Certified Experts

Let IVCi ensure your equipment is up and running while you focus on the benefits that video collaboration provides for your organization!