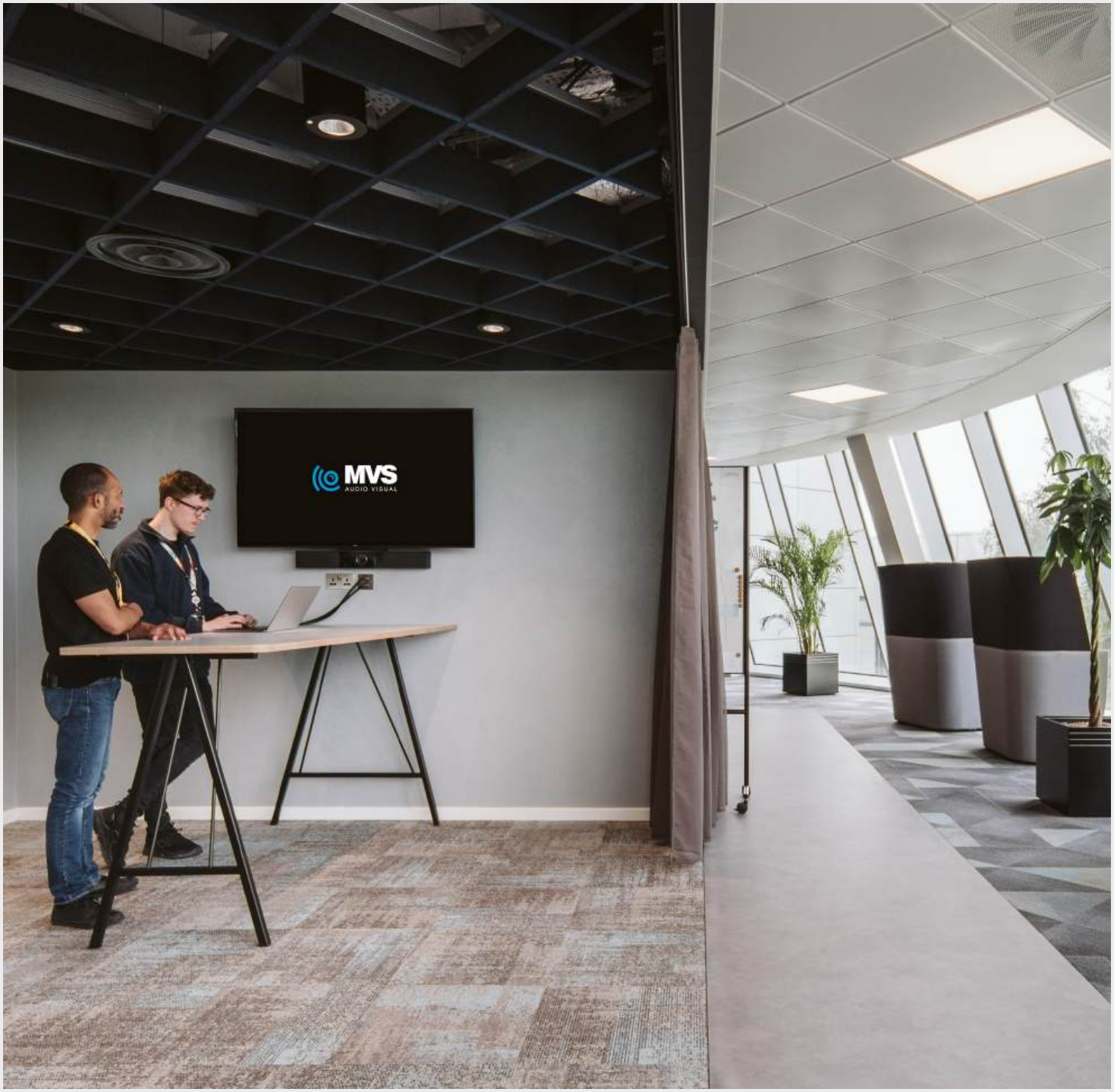
Support & Maintenance

Maximise the performance of your audio visual equipment



Introduction

Who we are

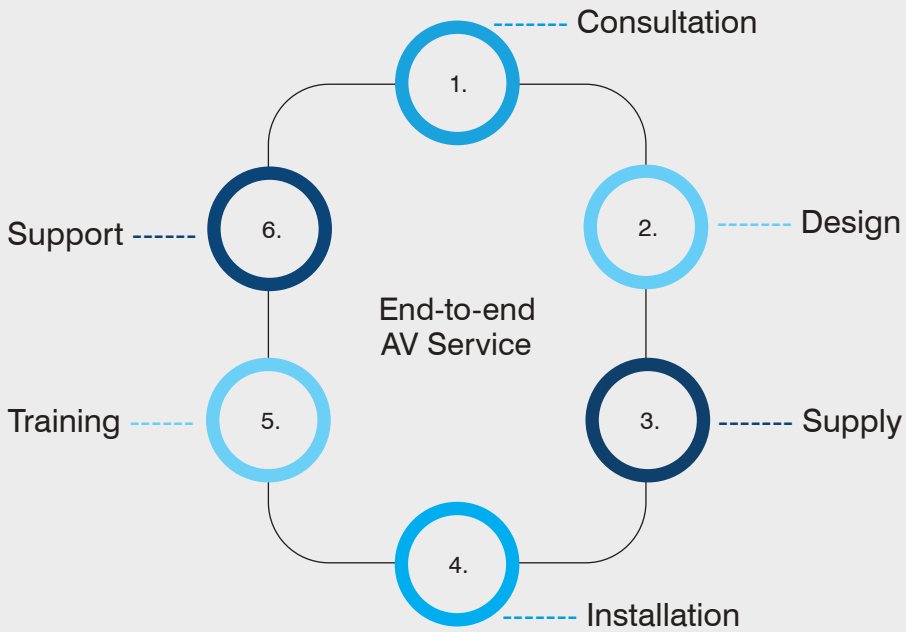
MVS Audio Visual is an AV integrator that, since 2014, has been helping organisations all over the UK and Europe benefit from the latest audio visual technology.

Approach

AV is our passion

MVS Audio Visual offers a full service so you can lean on our expertise at each stage of the AV lifecycle, from new installations, through maintenance and support to an AV refresh.

We work with all the top AV vendors so we offer the solutions and expertise needed to support your AV estate. Unlike many AV Integrators, our workforce is directly employed because we are sticklers for quality control and want the best for you.



Video conferencing

Digital signage

Room booking

Desk booking

Video walls

Jinda Chana, IT Service Delivery Manager, Mind

"It has been a pleasure working with MVS, the team is prompt, brilliant customer service and go beyond their way to help. Thank you for helping Mind with hybrid working."

Staying updated

Support and maintenance

Audio Visual technology is now found beyond conference rooms, throughout the workplace. Visitor management, wayfinding, office utilisation and even health & safety utilise AV solutions. AV today is business critical so MVS offers a range of support & maintenance packages to reflect the importance of AV to your organisation.

Fuel productivity

Why invest in support

Our customers recognise that their AV investment is best supported by a specialist and that warranties alone are insufficient to insure against downtime.

With an MVS Support Contract you:

- Minimise AV downtime
- Minimise business disruption
- Increase user adoption
- Maximise your AV investment
- Free up your IT Team
- Have expert help at hand
- Get proactive support

MVS Support & Maintenance packages provide a known cost for a fixed period, simplifying budget management and removing delays caused by ad hoc PO / approval processes.

PPMs

Planned preventative maintenance

With an MVS Support Contract you get:

- Feature updates to extend the functional life of your AV investment
- Software updates to ensure continued compatibility
- Bug fixes
- Comprehensive AV report with recommendations
- Answer any questions you have
- Visual and operational check of hardware
- Cleaning of AV system components
- Verification of hardware placement and secure fixing
- Health and safety check (assess trip hazards, cable wear and tear, secure mounting and wall installations, etc.)
- Security updates to ensure protection against latest threats

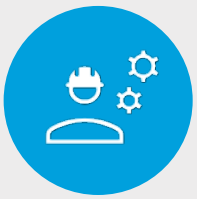
Our customers appreciate PPMs for the improved performance and reliability they bring to their AV installation. Customers on Bronze and Silver plans get one PPM per year and those on Gold get two. We can offer more with a bespoke plan as required. By protecting the lifetime value of your AV investment, these visits ensure a positive AV experience.

We'll fit with your business

How we can help

Helpdesk support

UK-based service desk experts available 8/5 to resolve issues



On-site support

Engineers despatched to site where issues can't be resolved remotely

Remote support

Real time device monitoring. Detect, diagnose and fix issues to avoid impact

Assets register

We maintain a detailed register of the location and lifecycle of your assets

Warranty management

Single point of contact for any issues. Manufacturer warranty claims processed for you

Data analysis

Device & room data analysis to help manage facilities and future planning

Bronze, Silver & Gold

Which package is right for you?

If your specific needs don't fit one of the packages above, ask about a bespoke solution.

	Bronze	Silver	Gold
Call outs	6	12	Unlimited
Service desk SLA	2 hours	1 hour	30 minutes
Onsite response SLA*	2 days	Next day	8 hours
Loan kit**	x	√	√
PPM*** visits per year	1	1	2
Parts	x	Up to £25	Up to £50
Video support	x	√	√
Reporting	x	x	√
Preferential rates	√	√	√

* Calls logged with helpdesk by 10am | ** Loan kit where available | *** Planned preventative maintenance

Ian Chubb, IT Manager

After a number of issues with previous AV suppliers I tried MVS and haven't looked back! The whole team from the project managers to the engineers are professional, friendly and always happy to help and I wouldn't hesitate to recommend them.

MVS
AUDIO VISUAL

Cultivating communication

AV Support for Businesses in the UK and Europe

We provide proactive and emergency AV support and maintenance services tailored for businesses in the UK and Europe that prioritise market-leading communication solutions.

- **London**
  Warnford Court, 29 Throgmorton Street, London EC2N 2AT
- **Basingstoke**
  Grosvenor House, Basing View, Basingstoke, RG21 4HG
- **Bournemouth**
  24 Cobham Road, Ferndown Ind. Est, Dorset BH21 7NP
- **Amsterdam**
  John M. Keynesplein 1, 1066 EP Amsterdam

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