

# Service Maintenance Support

## Service, maintenance and support

Our multimedia overall solution «as a service».

We feel it's important that you can rely on us even after your purchase. Our experienced service team travels throughout Switzerland and ensures the smooth operation and service of your devices and systems so you can concentrate on what's important.

We have the right service for each project and can respond flexibly to customer requirements. Since every system will have to be replaced someday despite optimal maintenance, we can also manage product lifecycles and plan with you when the next investments are due.



## Service

Service is more than simply eliminating faults.

Service comprises the maintenance and protection of all devices that have to provide maximum performance and function reliably for several years.

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Free services	Help desk Support portal
Basic services	Preventative maintenance Remote maintenance
Additional services	Software licenses 24/7 hotline Service Level Agreement (SLA) Replacement materials Warranty extension Lifecycle management

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### Preventative maintenance

Careful, regular and preventative maintenance and implementing useful updates mean that the installations work reliably and increase the lifespan of your systems.

### Remote maintenance

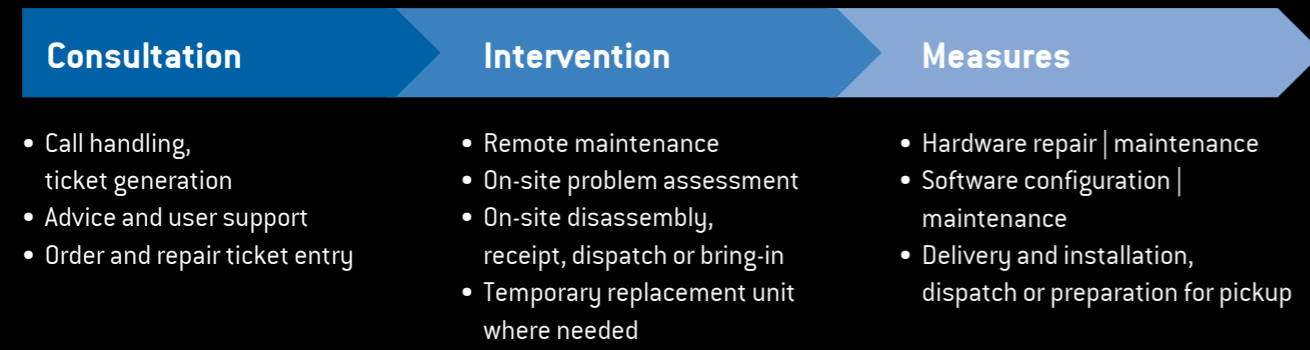
Smoothly functioning systems and infrastructures are a significant key to your company's success. By accessing systems remotely, we can provide fast Second Level Support and can often rectify any faults remotely. This is also beneficial to the environment.

### Warranty extension

The 2-year device warranty can be extended on request.

## Service management

We have been optimising our service management offering with efficient workflows and processes for decades with the aim of continuously improving quality for our customers. Our activities cover the entire service cycle and are responsible for ensuring that it runs smoothly. Our sustainable operational procedures ensure the trouble-free operation of the systems that we support.



## Support

### Do you need technical support?

Whether you would prefer a free help desk, support portal or a 24/7 hotline, we try to handle your issue quickly and competently.

#### Help desk

Our free help desk is the central point of contact for all customers in the event of technical faults. You can contact us weekdays from Monday to Friday between 8.00 a.m. and 5.00 p.m. Our service team will take care of your issue as quickly as possible.



0848 288 476  
services@auviso.ch  
www.auviso.ch/support

#### Support portal

You can report technical issues easily and conveniently by using our free ticketing system. We categorise your issues into three classes (A, B and C) and will handle them depending on how urgent they are. You can view the status of your query online at all times.

#### 24/7 hotline

With our extended «24/7 hotline» service, you can count on us being available for 24 hours a day, 365 days a year. With our headquarters in Emmenbrücke and five other locations, we can quickly be on site anywhere in Switzerland and offer professional support.

Did you know? Customers with a Service Level Agreement (SLA) benefit from preferential service and even faster response times. Contact us to discuss your requirements.

# Service Level Agreements (SLA)

## Our SLA service packages

We aim for long-term partnerships with a high level of customer satisfaction. That's why we want to cover our customers' needs optimally with a professional service. We offer three different SLA service packages (Light, Standard and Premium) that can be individually tailored to your requirements.

Contact us for prices.



# Service Level Agreements (SLA)

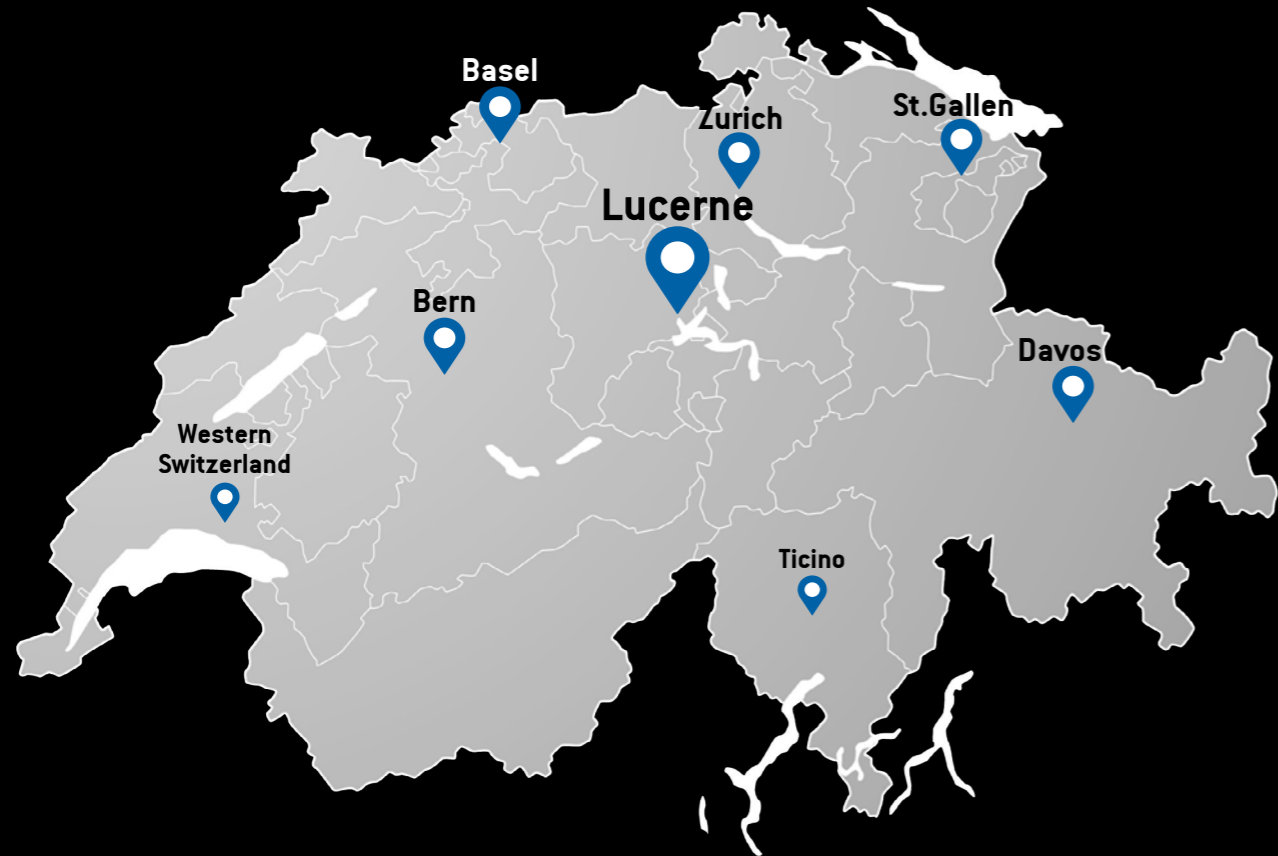
Service Level Agreements	Light	Standard	Premium
<b>Availability times</b> In the event of any faults, you can contact us as follows: – 0848 288 476 – services@auviso.ch – www.auviso.ch/support	Weekdays Monday to Friday  8.00 a.m. – 5.00 p.m.	Monday to Sunday  8.00 a.m. – 5.00 p.m.	Monday to Sunday  24 hours
<b>Response times</b> (within our availability times) We will address your issue as soon as possible.	Best effort (Help desk)	1 hour (Hotline)	1 hour (Hotline)
<b>Intervention time</b> (within our availability times) Supports cases are classified in one of three classes and processed according to their urgency. Class A = large-sized fault Class B = medium-sized fault Class C = small-sized fault	A: 24 hours B: 48 hours C: Best effort	A: 24 hours B: 48 hours C: Best effort	A: 12 hours B: 24 hours C: Best effort
<b>Fault clearance time</b> Would you like to have faults cleared within a predefined time? Let us create a tailor-made offer for you with the recommended replacement material that is stored at auviso or on your premises. Price and offer on request.	Best effort  (Optional offer possible)	Best effort  (Optional offer possible)	Best effort  (Optional offer possible)
<b>Fault management</b>	Internal work performed by auviso: included External work: charged on a time and material basis		
<b>Support portal</b> We use our ticketing system.	✓	✓	✓
<b>Reporting</b> Our extensive reporting system informs you about our services.	✓	✓	✓
Requirements	Light	Standard	Premium
<b>Preventative maintenance*</b>	yes	yes	yes
<b>Remote maintenance*</b>	yes	yes	yes
<b>24/7 hotline*</b>	no	yes	yes

\*These services are ordered separately.

# Locations

## You can find us here.

auviso's headquarters are based in Lucerne and the company has offices in Basel, Bern, Davos, St.Gallen and Zurich. We manage national and international projects.



### Lucerne Headquarters

Spinnereistrasse 5  
CH-6020 Emmenbrücke  
+41 41 349 10 50

### Basel Office

Hofackerstrasse 40a  
CH-4132 MuttENZ  
+41 61 269 10 50

### Bern Office

Bümplizstrasse 150  
CH-3018 Bern  
+41 41 349 10 50

### Davos Office

Bahnhofstrasse 8A  
CH-7260 Davos Dorf  
+41 81 415 10 50

### St.Gallen Office

Bionstrasse 5  
CH-9015 St.Gallen  
+41 71 226 10 50

### Zurich Office

The Circle 6  
CH-8058 Zurich Airport  
+41 44 222 10 50

### Service centres

Western Switzerland | Ticino



auviso – audio visual solutions ag

+41 41 349 10 50  
info@auviso.ch  
auviso.ch

lucerne | basel | bern | davos | st.gallen | zurich

