



Nashville | Knoxville | Memphis | Huntsville

ENHANCED SERVICE OFFERINGS

Managed services to support your technology systems and business requirements.

Even the best designed systems and best in-class equipment can experience trouble at some point. M3's dedication to customer service is shown through our Managed Services Division and our Network Operations Center (NOC), which handle our specialized superior AV and IT service programs.

Our AV and IT network Service Level Agreements (SLAs) can be custom tailored to your individual needs, and offer full support of your AV, IP Camera, Phone Systems or IT network infrastructure. Whether you want to establish a regular schedule of system maintenance, user trainings, meeting setup/support or help with equipment failure and warranty management, M3's SLAs provide you a range of coverage.

Choose from our Prevent, Monitor and Manage plans. Each plan provides an enhanced level of support so you feel confident that your equipment will always be in working order for your team, with limited downtime.

M3 Support Services	Prevent	Monitor	Manage
On-Site Training	1	2	On-Going
Preventative Maintenance	2	4	On-Going
Unscheduled Emergency Service Visits	1	Unlimited	On-Going
Help Desk (Tier 1 and Tier 2 support) with Certified Technicians	✓	✓	✓
Remote Troubleshooting	✓	✓	✓
Warranty and Claim Support	✓	✓	✓
Loaner Equipment	✓	✓	✓
Standard Shipping on Warranty Equipment	✓		
Express Shipping on Warranty Equipment		✓	✓
Service Level Agreement		✓	✓
On-Site Certified Technician			✓
Emergency On-Site Response Times	Priority	8 Business Hours	< 1 Hour
Equipment Inventory Database			✓
Room Setup/Support		2	✓
ACCESS	✓	✓	✓
Quarterly System Review		✓	✓
VISION for real time reporting	Additional	Additional	Additional
Contract Duration	1 Year	1-5 Years	1-3 Years

Let us show you why so many universities, corporations and public organizations trust M3 to provide them with reliable, expert system support and service.

Call your M3 representative to find out which service option is right for you!

Contact M3 Managed Services Group

7am-5pm (CST) Monday - Friday

