

ENHANCED SERVICE OFFERINGS

We understand that even the best designed systems and best in-class equipment can experience trouble at some point, and we offer a wide variety of support options to give you the service you need while keeping operational costs in check. M3's dedication to aftersales customer service is shown through our Managed Services Division and our Network Operations Center (NOC), which handle our specialized Managed Services programs.

When you partner with us, our team of certified professionals will take the burden off your in-house staff and provide hassle-free and cost-effective audio, visual, collaboration and presentation systems services. This includes remote monitoring, preventative maintenance, on-site staffing and meeting monitoring. We understand that these responsibilities can be complex and time consuming; instead of relying on your limited resources to manage these tasks, we step in as an extension of your team so that you can fully focus on your core business. Our flexibility allows us to create custom solutions for whatever need you may have.

OUR PLANS AT A GLANCE

Choose from our **Protect**, **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	Protect	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	✓		✓	✓
Remote Monitoring	✓			
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	Priority	8 Business Hours	< 1 Hour
Equipment Inventory Database				✓
Room Setup/Support			2	✓
ACCESS	✓	✓	✓	✓
Quarterly System Review			✓	✓
VISION for real time reporting	Limited	Additional	Additional	Additional
Contract Duration	1 Year	1 Year	1-5 Years	1-3 Years

PROTECT

With **M3 Protect**, the M3 Network Operations Center (NOC) monitors the status and performance of all connected devices within a room or set of rooms via a single dashboard. Device alerts trigger dashboard notification and messages delivered directly to your support team. Our NOC will be ready and available to help your onsite support team with remote troubleshooting.



PREVENT

With **M3 Prevent**, the M3 Service Team will help you to proactively maintain your technology with regularly scheduled preventative maintenance visits each year. During these visits, our expert Service Technicians will check system operation, physically review cabling and connections, replace consumables (such as batteries, filters, and lamps) as needed, and ensure all functionality within the system is working exactly as it should. If anything out of the ordinary is found during the visit, or products have gone end of life, our Service Team will evaluate and offer recommendations for review. It's these little things that can go a long way in ensuring continual system uptime.



MONITOR

The **M3 Monitor** service plan provides the assurance and confidence that you need to keep your technology functioning efficiently. The combination of proactive preventative maintenance and emergency break/fix visits allows us to solve problems quickly before they become major issues. With our Monitor managed service plan, our NOC is there to ensure your systems are maintained and issues are resolved quickly and easily.

MANAGE

Our **M3 Manage** Plan is the perfect solution for businesses that need reliable AV technology support. With our on-site technicians taking care of your day-to-day needs, you can rest easy knowing that someone has your back. Our technicians provide end user support, room checks, and troubleshooting, so any issue can be swiftly resolved without any downtime or stress. Unlock the full potential of your AV system with the help of our certified technicians. With this top-tier service, we are dedicated to being an integral part of your team.

CONTACT US TODAY TO FIND OUT HOW M3 TECHNOLOGY GROUP'S MANAGED SERVICES CAN HELP YOUR BUSINESS RUN MORE EFFICIENTLY--AND COST EFFECTIVELY!