



GLOBAL SERVICES

INTERNATIONAL CLIENT SUPPORT



EXPERT TECHNOLOGY RESOURCES, WHEN AND WHERE YOU NEED THEM

To remain competitive in the marketplace, you need to focus on your core business needs while maintaining a reliable technology architecture. We understand that managing your technology across platforms and geography is a challenging task. Let our global services work as your extended team to insure the stability and longevity of your technology systems.

Support Matched to Your Requirements

Our flexible options allow you to choose from a scalable and comprehensive portfolio of services.

24/7 help desk with guaranteed response times, troubleshooting, programming support, and tracking.

Global support from our highly trained field service technicians and Global partners.

Flexible solutions that allow utilization of a vast pool of skilled technical resources for maintenance, troubleshooting and training.

Standardized reporting to provide clarity on resource usage and enable future support cost forecasting.

Business Productivity Outcomes

Our support services help to manage your technology locally, regionally or globally so your business can be more productive.

- Eliminate Time Spent on Equipment Repair & Replacement Logistics
- Extended Product Life
- Increased End-User Adoption
- Maximum Technology Up-Time
- Optimal System Performance
- Technology Lifecycle Management
- Return on Technology Investment

Comprehensive Managed Service Options

Diversified managed services provide remote, hybrid or on-site support options, allowing you to create the exact coverage you need.

Remote monitoring and management to proactively detect, troubleshoot and resolve problems.

Staff augmentation resources located on-site to provide you with a range of customizable services from meeting support to training and preventative maintenance.

Asset and configuration management of everything from client databases to spare inventory and end-of-life technologies.

Areas of Expertise

Our skills cross multiple technical competencies ensuring you have the right resources to meet all your performance requirements.

- Audio/Video Systems
- Broadcast/Production Media Networks
- Data Centers
- Digital Signage Systems
- Enterprise Networking & Security
- Operational, Emergency, Security & Utility Control Centers
- Unified Communications
- Wireless Networks

INTERNATIONAL CLIENT SUPPORT PACKAGES

SILVER

GOLD

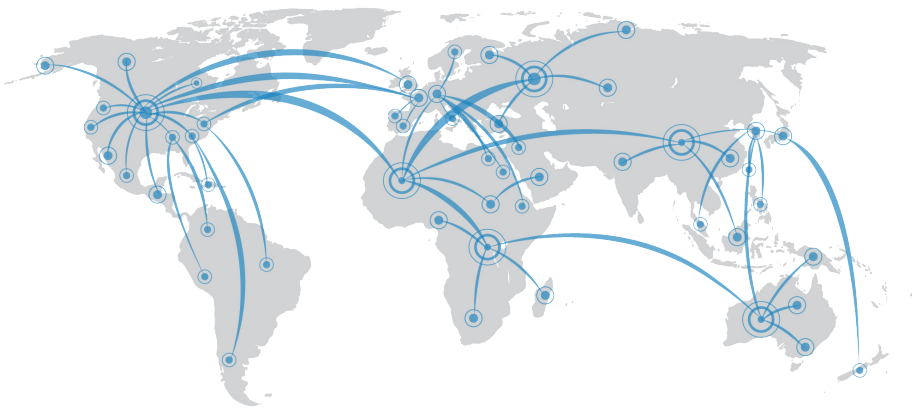
Unlimited Tier 1 Help Desk Support 24/7 (Conducted in English)	●	●
Clients with Service Agreements Receive Priority for Service Scheduling & Support	●	●
Guaranteed Email / Phone Response Time	3-Hour	90-Minute
Manufacturer Equipment RMA Process Management	●	●
Guaranteed On-site Response	2-Day	1-Day
Video Teleconferencing Support	●	●
Preventative Maintenance Visits	1	2
Unlimited On-site Visits with Covered Travel Expenses	●	●
Priority Queuing via Phone & Email	●	●
Reporting	●	●
Replacement Part Coverage/Extended Mfr. Warranty (Software & Hardware)	●	●
Periodic Training/Retraining	Optional	●
Lamp Coverage	Optional	Optional

OPTIONAL ENHANCED SERVICES

- On-site Support Within 1 day (where available)
- Additional Preventative Maintenance Visits
- Remote, Hybrid & On-site Support Services
- Support in languages other than English
- Tier 2 and Tier 3 Help Desk Support Available

NATIONAL COVERAGE, GLOBAL REACH

Diversified integrates and maintains technology solutions across the US and around the globe.



As a top tier technology solutions provider, Diversified delivers innovation across a broad spectrum of technical applications for customers domestically and internationally.

Support for your organization is orchestrated through our 24/7/365 Global Service Center and extends to an extensive global partner network. Diversified delivers expert technology resources, when and where you need them, so your business can focus on growth.