



sensorytechnologies®
A MARKEY'S VIDEO IMAGES COMPANY

THE 'HOW CAN WE HELP?' DESK

DIAL 1-800-48-VIDEO FOR HELP.

Monday through Friday, 7 a.m. to 8 p.m. EST, excluding holidays.



WE ADMIT IT.

Here at Sensory Technologies, we're into the latest gadgets. We love videophones, presentation equipment, distance learning tools and all things techie. But that's not the reason we're here. *You are.*

Our goal is to help you communicate, collaborate, and grow your business. For us, it's not enough to offer the most advanced equipment and services – in fact, it's just the beginning. We think you deserve more. So we back everything we sell with something very important: *our expertise.*

Our Help Desk is where our CTS certified technicians take calls and solve problems. We don't outsource this service. And we don't treat you like a number. Regardless of the complexity of the issue, we will find a way to help. We think it's our responsibility. Besides, it's also our passion.

We welcome your questions. We're a communications company – so it just wouldn't be right if we weren't easy to talk to. When you call, you'll find ...

- **A highly trained, well-educated and CTS certified workforce**
- **A company-wide commitment to customer service**
- **A consultative process in assessing needs**

DO YOU HAVE A CURRENT SERVICE AGREEMENT? Want to keep costs in check and minimize downtime?

A valid service agreement may include free labor, repairs and preventive maintenance trips. Out of warranty labor is typically \$125 per hour.

HELP DESK SERVICES

Whether you have a Sensory installed solution or one from another company, the Sensory Technologies Help Desk can address your technical needs.

Our hours are Monday through Friday, 7 a.m. to 8 p.m. EST, excluding holidays.

In addition to providing on-demand technical support, we manage on-site services as well. Here are some of the services offered by our Help Desk:

- On-demand technical support
- Remote monitoring
- Equipment warranty
- Warranty service calls—Technician dispatched if Help Desk is unable to facilitate a solution
- Annual preventive maintenance
- Software upgrades—install updated versions of system software when suggested by manufacturers
- Videoconferencing support — scheduling, monitoring, troubleshooting and maintaining
- Videoconference test connections
- Site certifications
- Bridging services
- Experienced engineers to diagnose Audio/Visual problems.
- Assistance isolating and resolving network issues
- Proprietary software that manages Help Desk inquiries from beginning to end

Indianapolis | Chicago | Dayton - Cincinnati | Charlotte | Fort Wayne

www.sensorytechnologies.com