

Get the most out of your audio visual environment

Visual Communications SLA

Is your boardroom technology working the way it should?

- Free up your IT department
- 24/7/365 support through the Vox support centre
- Certified engineers
- Industry leading SLA
- Peace of mind knowing your boardroom technology is working optimally
- Consumables on site

Product overview

Vox service level agreements (SLA) cater for medium enterprises all the way up to large multi-site corporate customers and their diverse requirements. The visual communications SLA from Vox is an offering based on a time and material basis and is designed to enable customers

to have weekly "health" checks done on their boardroom environment. This will reduce the downtime of your boardroom environment and enable our experts to advise you on how best to optimise your boardroom environment to meet your needs.

Solution Stack

Service level agreement

Service Desk

Incident reporting and problem management

User request fulfillment

Monitoring and management

Capacity monitoring

Availability management

Professional services

Resolution and recovery

Upgrades

Change and configuration management

Health and performance management

Training

Peace of mind knowing your boardroom technology is working optimally

Industry leading SLA

Features

- Audit of current technology and warranty status report
- 2 callouts a month included
- Replacement of faulty cables and connectors – billable
- Recommendations on future upgrades
- Weekly health checks
 - Projector lamp status
 - Full system test
 - Software updates

Consumables
on site

Certified
engineers

24/7/365 support
through the Vox
support centre

About Vox

Innovation and insight combine in Vox, a market leading end-to-end integrated ICT and infrastructure provider and telecommunications company. From data to voice, as well as cloud, business collaboration and conferencing tools, Vox offers

intelligent solutions that connect South Africans to the world, supporting entrepreneurs, customers and commerce, whilst practicing values of integrity, choice and service excellence in all of its dealings. For more information [click here](#).

For more information on complementary or alternative products visit us at vox.co.za

New Business Sales JHB : +27 (0) 87 805 5050
Consumer Support : +27 (0) 87 805 0530
Business Support : +27 (0) 87 805 0500
Email: info@voxtelcom.co.za

