



## CONTINUITY SUPPORT SERVICES

# Your Certified Help Desk & Global Service Partner

- ✓ Sole Support for All Major Manufacturers
- ✓ Certified Expertise at Your Fingertips
- ✓ Consistent Experience that Users Enjoy

## Gaps in coverage can hurt your organization.



### POOR LOCAL SUPPORT

With multiple global or domestic locations, inconsistent support can cause a negative user-experience.



### UNBALANCED EXPERTISE

Managing various certifications and contacting multiple manufacturers can lead to delays in support.



### DECREASED PRODUCTIVITY

Unreliable support and downtime impact the confidence and the productivity of your team.

## You're not alone.

Let Yorktel play a Supporting role.



Enjoy an all-inclusive service model for in-room and out of room support.



Leverage our 37-year experience across 75+ countries with Fortune 100 companies and top government agencies.



Our 24x7x365, multilingual, Global Help Desk is certified across all major OEMs.

## Select Your Level of Support

Yorktel will provide guidance to ensure that the chosen Continuity Support Service meets your business objectives.

Covered Services:	Continuity Basic	Continuity Basic Plus	Continuity Standard	Continuity Onsite
24x7x365 Global Help Desk Support	✓	✓	✓	✓
Onsite Dispatch	No Dispatch	Within 3 Business Days	No Dispatch	Next Business Day
Priority Help Desk Queue	✓	✓	✓	✓
Service Level Guarantee	✓	✓	✓	✓
AV, Codec, Infrastructure Parts Replacement Ship (Does not include Consumable parts)	*No replacement parts shipped	*No replacement parts shipped	Next Business Day	Next Business Day
Display Technologies Parts & Replacement	No	No	5 Business Days	5 Business Days
Yorktel Service Plan Coverage	Engage manufacturer for warranty replacement on behalf of customer	Engage manufacturer for warranty replacement on behalf of customer	Next Business Day Parts	Next Business Day Parts & Labor
Access to Software Updates Per OEM agreements	No	No	✓	✓
Remote Diagnostics Support	No	No	✓	✓
Web Portal Interface	No	No	✓	✓
Annual Business Review	No	No	✓	✓
Asset Management & Control	No	No	✓	✓
Advanced Analytics / Dashboard (Reactive)	No	No	✓	✓
Basic Escalation Support	✓	✓	✓	✓

## Additional T&M Services:



### Onsite / Tech Response

For plans which do not include onsite dispatch, a T&M option is available



### Escalation Support to Advanced Engineering (AEG)

T&M available



### Preventative Maintenance

NRC, one-time fee

## Give your employees the best experience.



**Reduced  
Interruptions**



**Certified Expertise  
on Call**



**24x7x365  
Helpdesk Support**



**Consistent Global  
Experience**



**Coverage for  
Peace of Mind**



## Imagine what will happen if the equipment fails and impacts your business.

Increased delays in service and wasted time with manufacturers, and watching your employees suffer with interrupted meetings, an inconsistent experience, and a lack of confidence in the tools.

## Ready for support? We can help.



### 1. SCHEDULE A CALL

Contact us to speak with a specialist and review coverage options.



### 2. SURVEY YOUR ENVIRONMENT

Our experts visit your location(s) to capture the right details for support.



### 3. GET ONBOARDED AND ENJOY

Breathe a sigh of relief and stay focused on your core business.

YOU HAVE QUESTIONS. WE HAVE ANSWERS.  
**SPEAK WITH A SPECIALIST, TODAY.**

[Contact us at LearnMore@yorktel.com](mailto:LearnMore@yorktel.com)



For additional services  
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