Managed Services

Diversified’s Strategic Suite of Managed Support Offerings Maximizes Your Uptime, Efficiencies and Investment

You depend on your Audio and Video enabled collaboration technology. It is an integral part of your day-to-day operation. Any disruption in performance means loss of productivity and revenue. Rely on Diversified to manage your systems so you can manage your business.

**On-site Managed Services** provide a dedicated expert, or team of experts, allowing for seamless efficiency in your daily operations that increases productivity and gives you an advantage in today’s exceedingly competitive marketplace. Technicians are qualified based on unique skillsets to provide immediate support, individualized service, proactive maintenance, reporting and asset management.

**Remote Managed Services** are available based on your individual system management needs. A dedicated program manager along with a team of service desk experts will remain ahead of any potential system faults by proactively monitoring your systems via control equipment commissioned to fit your needs.

**Diversified As Your Trusted Partner Provides:**

**Staffing**
- Qualified base of dedicated technical resources
- Relief from staffing expenses such as training, employment taxes & healthcare obligations
- As a part of your team, we’ll understand your people, your business, and your individual challenges

**AV Support for IT**
- Global AV/IT Helpdesk Support
- Alleviates AV/IT integration issues within your IT Department
- Technicians are matched based on the requirements of your Audio Visual infrastructure

**Increased ROI**
- Higher utilization level of existing resources
- Flexible program allows you to choose the features and level of support you require
- Increased uptime & less staff interruptions lead to greater productivity and increased revenue
- Processes and technology changes that could further increase cost savings and improve overall service are regularly identified
- A dedicated resource will identify potential cost saving improvements and efficiencies while staying ahead of technology advancements to keep you always on the front line.
Add Our Decades of Experience To Your Team

The proliferation of network based collaborative technology presents a challenge for many IT organizations who do not have the resident in-house expertise necessary to support it. In this case, many companies and organizations have found Diversified to be a valuable resource in enabling the support of integrated and collaborative technology within their organizations. Diversified’s On-site Managed Services provides customers with competent technicians who report to work every day as members of their team, and relieves the complexities associated with supporting AV and VTC technology.

Whether in a corporate environment, mission critical facility, educational institution, or house of worship, ensure your audio visual & communications systems’ performance and enhance the user experience by placing a dedicated expert on your team.

Your technician will be on-hand to serve as liaison for your internal operations, ensuring seamless support of meetings and presentations. Client-facing systems, such as interactive displays and projection systems, will be maintained and you’ll have immediate on premise response to address any system disruption.

Contact us to schedule a complimentary Managed Service support analysis and to learn how to build a service plan that fits your needs.

Providing Technical Expertise while Supporting:

- Visual Collaboration Spaces
- Executive Boardrooms
- Telemedicine Applications
- Multi-Purpose Conference Rooms
- Visualization Rooms
- Mission Critical Facilities
- Houses of Worship
- Broadcast & Production Studios
- Video Walls & Digital Signage
- Training Rooms
- Auditoriums
- Educational Institutions
- Distance Learning Labs

Global Support That’s Worlds Ahead of the Competition:

- On-site Break/Fix/Repair
- Videoconferencing Support
- Preventative Maintenance
- Fully customizable plans
- Asset Management, Firmware/Equipment Lifecycle Management
- Lowered costs by increased operational efficiencies and productivity
- Dedicated On-site Service Technicians
- Technical room support and scheduling

Learn More About Diversified On-site Managed Services and How They Can Benefit Your Company.
Call 800.554.5440 or Visit diversifiedus.com