



aUIVISO
audio visual solutions



Maintenance Servicing Support

Maintenance, servicing and support

With careful maintenance your installations will run reliably for a very long time. Regular servicing protects your facilities against unpleasant breakdowns and saves you expensive repairs. And when it comes to maintenance, servicing and support, auviso is the partner you can rely on.

Your audiovisual infrastructure is in capable hands with our comprehensive range of efficient services. We keep your facilities in perfect operating condition as well as technically up to date at all times. Our services include on-site checks, online solutions including status reports, cleaning and care of your equipment, timely replacement of worn parts, minor repairs on site and major overhauls including temporary replacement units.

Of course, you can also count on us in the event of a sudden malfunction of your audiovisual equipment. Our specialists guarantee that intervention times are kept at a minimum.

Advice

- Call handling
Ticket generation
- Advice and user support
- Job and repair ticket entry

Intervention

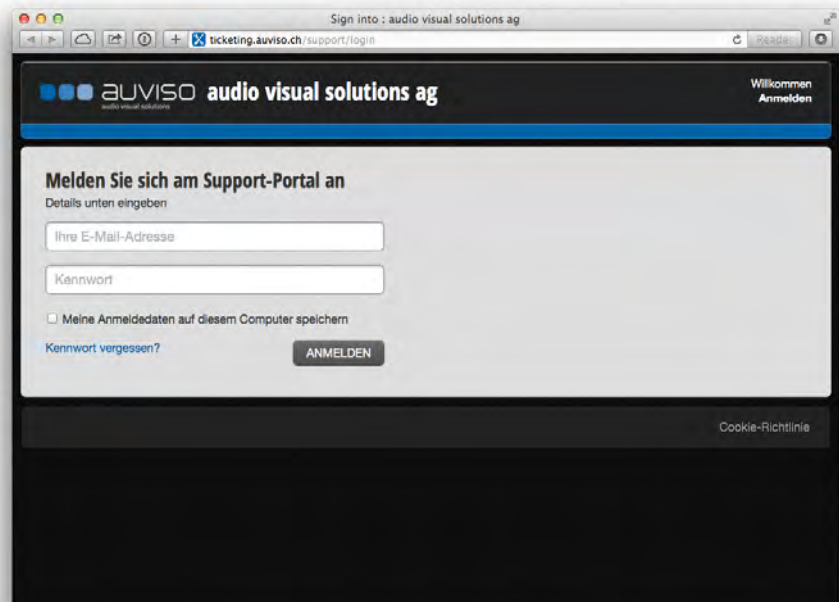
- On-site problem assessment
- On-site disassembly, receipt, dispatch or bring-in
- Temporary replacement unit where needed

Measures

- Hardware repair / maintenance
- Software configuration / maintenance
- Delivery and installation, dispatch or preparation for pickup

Ticketing

To report any technical problems, or to place a general inquiry, simply use our convenient ticketing system. Our support team will process each ticket professionally and quickly. You can retrieve your status by yourself at any time. All activities are automatically logged – from inquiry to job completion.



Locations



Headquarters Lucerne

Spinnereistrasse 5
CH-6020 Emmenbrücke
+41 41 349 10 50

Branch Basel

Hofackerstrasse 40a
CH-4132 Muttenz
+41 61 269 10 50

Branch Bern

Gurtengasse 3
CH-3001 Bern
+41 41 349 10 50

Branch St. Gallen

Bionstrasse 1
CH-9015 St. Gallen
+41 81 740 31 42

Branch Zurich

Binzallee 4
CH-8055 Zürich
+41 44 222 10 50

Support centres

Western Switzerland, Ticino, Grisons

Service level agreements

It is our goal to maintain longstanding partnerships backed by high customer satisfaction. That is why we strive to cover all of our customers' needs through services performed in a professional manner. We offer you three service levels, distinguished by scope and response time.

	Standard free of charge	Partner available on request	Premium available on request
Helpdesk	Mon-Fri	Mon-Sun	24/7
Response times	4 hours	2 hours	1 hour
Intervention time	48 hours	24 hours	tbd
Ticketing / reporting	✓	✓	✓
Preventive maintenance		✓	✓
Replacement units		✓	✓
Individual services			tbd

Additional services

Take advantage of our know-how in all audiovisual areas. We will gladly support you in matters of product lifecycle management, for example, or warranty extensions, or remote maintenance. Simply contact us for an appointment with no further obligation. We look forward to hearing from you.



Helpdesk 0848 288 476
services@auviso.ch
www.auviso.ch/support



auviso – audio visual solutions ag

spinnereistrasse 5
ch-6020 emmenbrücke | lucerne
+41 41 349 10 50
info@auviso.ch | www.auviso.ch

lucerne | basel | bern | st. gallen | zurich