



On **call**. On **alert**.  
On **guard**.



### All in one

Realize the potential of having central management and monitoring of your technical resources, safeguarding you and supporting your internal staff.



### No long waits

Our support line is monitored 24x7, with same day response and next day onsite response rate guaranteed.



### Proven support

Supporting our customers is our number one goal. We maintain a 98% overall customer satisfaction rate for maintenance and support.



### Flexible

Each Protection Plan is customized to meet your specific system and support needs.

## MANAGED SERVICES









**Experience you can trust:** Customer support is our greatest priority. We provide an experienced team with all major certifications for the products you depend on.

Our Managed Service Agreement is a real value to your organization. Trust the experts to manage your resources with a pre-set service agreement to address emergency support, equipment repair and preventative maintenance service visits.

Our experience and past performance create confidence in a variety of different environments. We continue to support large scale government network operations centers, educational environments and Fortune 1000 organizations. This experience is a real value to you, by a company you can trust.

Profound solutions provide you a committed and educated service and staff, remaining at the forefront of what clients expect.

#### Our certifications include:

 Polycom	 Cisco ATP	 Infocomm CTS	 Microsoft Teams
 Crestron, AMX and Extron Digital Media Certifications	 Crestron, AMX, and Extron Programming	 Biamp, BSS and ClearOne DSP	 Zoom Gold Certified



	On call.	On alert.	On guard.
Unlimited 24x7 <b>issue reporting</b>	✓	✓	✓
Guaranteed <b>telephone response time</b>	✓	✓	✓
Call center creates support ticket and service issue is <b>tracked until resolved</b>	✓	✓	✓
Phone based <b>trouble-shooting</b> , remote diagnosis before dispatch	✓	✓	✓
Expedited, <b>Same Day part shipment</b> for video end points, when service call is received before 3PM EST	✓	✓	✓
Profound <b>software updates</b> for manufacturer firmware, when recommended by ICD to repair or avoid software error	✓	✓	✓
<b>Code revision tracking</b> & offsite software backup	✓	✓	✓
<b>Manufacturer's warranty</b> honored for all equipment provided		✓	✓
<b>Remote Diagnostic Software</b> to diagnose system hardware over the phone		✓	✓
<b>Regular Preventative Maintenance (PM)</b> and system diagnostic per year (subject to customer request)			✓
<b>Proactive System Alerts</b> to report errors or network connectivity issues			✓
Dispatch of <b>trained and certified technician</b> next business day			✓

\*Maintenance offerings are tailored to fit your individual requirements.