

## Technical Support

At ProVu we take great pride in the technical support we offer. Any product we sell is thoroughly tested by our expert technical support team before it goes on sale. We also maintain close relationships with manufacturers to ensure we can access their product knowledge.

### *What we do*

- Recommendations and design:
  - this can be anything from recommending which phone will meet a certain requirement right down to design of a large installation. Small recommendations are free, larger projects can be charged by the hour or an agreed fixed fee.
- Remote installation assistance:
  - we can help you installing your provu-supplied products remotely over the phone or email. We will usually request some sort of remote on-line access to the installation site.
- Technical support:
  - email or phone to speak to one of our technical support engineers for help when something goes wrong.
- Support contracts with guaranteed response times:
  - outside of a support contract all our technical support is “best effort”. We offer monthly and yearly support contracts for any customer no matter how small or large. Our standard contract includes a four hour response time.
- Hardware repairs
  - we have engineers and equipment to carry out many repairs to the products we sell where manufacturers make spares available. Outside of warranty we do charge for this but for most products we offer a free evaluation and will give a price for repairs before carrying them out.

### *How to get support*

- E-mail. This is our preferred method of contact for all customers. E-mail allows us to plan our work load and prioritise more serious issues. Receiving phone calls for non-urgent issues disrupts our work flow and leads to longer wait times for problem resolution.
- Telephone. We do telephone support, we ask that you try to only phone us for more serious issues. If all customers respect this rule then our technical team can work much more efficiently.
- The ProVu website and blog. <http://www.provu.co.uk/support> and <http://blog.provu.co.uk>. Our support section includes links to manuals and other documentation for all products we sell. Links to more information on manufacturer's websites is also available. Our blog contains various posts by technical support staff covering all sorts of frequently asked questions – use the search feature to find what you want.

### *Who do we support*

- ProVu are a distributor who sell exclusively via the trade channel. We only provide support to our resellers. If you require support you should contact the company you bought it from. In some cases we can provide support paid for on an hourly basis for products not bought from us or where your reseller isn't giving you the support you need.