

Installation Services



Remote Installation: Simplify Your Deployments

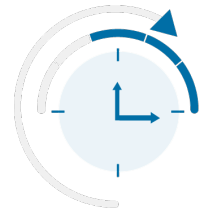
Are you looking to streamline your technology setup without the hassle or costs of carrying out in-person visits? Or maybe you'd like to reduce installation time? Our expert team are here to support you with our seamless remote installation services. Ensure your deployments are up and running in no time with ProVu.

Remote Installation Services Available from ProVu:

We understand how important it can be to deliver a fast turnaround for your customers. You want to deliver a smooth transition which is delivered quickly and efficiently. Our remote installation services cover just that. With the help of our in-house tech experts, we can help to ensure your devices are connected and working as they should as quickly as possible.

We have standardised our remote installation services to suit customer demand.

Here's a summary of the services available.



Services We Offer:

Sangoma Gateway Installation

Sangoma Gateways are one of the best gateways on the market when it comes to converting anything analogue or digital to VoIP. Due to the complex nature of these solutions, it's not always easy to configure the gateway to match your customer's requirement. Utilising this service will enable you to minimise the risk of any problems that may arise on install and allow you to offer a more complex product range.

2N Door Entry & Access Control Setup

Get your share of this growing market. With our support you can simply add door entry and access control devices to your offering with minimal risk. We can take care of the set up and configuration of 2N door entry and access control products so they arrive on site ready to work out of the box.

Algo IP PA Systems:

A simple upsell to your existing offering. Many IP PA systems will need to be upgraded with the ISDN switch off. Let us set up and configure any of Algo's units to work with new or existing systems with ring groups, hunt group multicast etc. pre-configured to your devices.

3CX PBX Setup:

Our experts will help you with setting up your 3CX PBX from scratch including configuration of SIP trunks, Phones, IVR, call queues and more. Throughout this process, we will provide guidance on how to protect your system from potential threats.

Why Choose Us?



Experienced Professionals

Our award-winning team consists of skilled professionals with extensive experience in remote installations and technical support services.



Convenience

Save time and money by avoiding the need to spend a full day at your customer's site. Our remote services are designed to get you up and running quickly.



Personalised Assistance

We tailor our services to your specific needs, ensuring that every installation is aligned with your individual requirements.



Secure & Reliable

Your privacy and security are paramount. We use secure channels and protocols to perform installations and maintain the confidentiality of your data.



Open Up New Possibilities

We've got your back every step of the way. With our remote installation services, we can support you in supplying hardware which may fall outside of your usual offering. Speak with us to discover how we can enable you to maximise your opportunities and deliver exactly what your customers require.

Brands We Offer Remote Installation For:



Getting Started...

To take advantage of our remote installation services, simply reach out to our sales team on 01484 840048 or email contact@provu.co.uk. We'll schedule a convenient time for the installation session, guide you through the process, and answer any questions you may have.

Invest in a hassle-free technology setup today with ProVu's expert remote installation services. Enhance your productivity, security, and peace of mind with our efficient solutions.

Become a ProVu reseller today, visit:

www.provu.co.uk/reseller

Version 1.0 09/2023

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Terms & Conditions for Remote Installation Services

These Terms and conditions are in addition to terms already stated in our Master Services Agreement.

1. Scope of Service:

- ProVu will provide remote installation services during our regular business hours i.e. between 9 AM and 5:30 PM
- Our engineer will only configure/setup hardware or software solutions provided by ProVu unless agreed prior as part of the service agreement. Setup of third-party products such as routers, firewalls etc are not covered under scope of this service agreement.

2. Service Availability:

- Remote installation services are available Monday through Friday, from 9 AM to 5:30 PM GMT.
- After hours installation services can be purchased for an additional cost.

3. Service Requests:

- Remote Installation services shall begin on the date as per scheduled terms agreed with the engineer. If either party are unable to attend, a minimum of 24 hours written notice must be provided to reschedule the service.
- Appointments will be confirmed based on technician availability.

4. Remote Access:

- Clients must grant ProVu Technicians permission to access their systems remotely for installation purposes and install any software needed to complete the work.
- It will be the reseller's responsibility to remove any installed software once the work is completed.
- Our main methods to access the client's network is either by Port Forwarding or Quick Assist. Other applications such as Anydesk can be used, but the reseller must have a license.

5. Responsibilities of the Customer:

- The customer is responsible for providing accurate information about their systems and requirements. The customer must provide a network diagram and configuration details at least 24 hours prior to installation.
- Customers must ensure their devices are connected to a stable internet connection before the scheduled appointment.

6. Payment:

- Payment for remote installation services must be made in accordance with the pricing and payment terms provided by ProVu.
- Invoices will be issued upon completion of the installation or as per the agreed payment schedule.

7. Cancellations and Rescheduling:

- Clients may cancel or reschedule their remote installation appointments with at least 24 hours' notice.
- In case of cancellation, any work ProVu's tech team has completed in preparation for the install will be charged at £70 per hour.
- Failure to provide timely notice will result in up to 25% cancellation fees.

8. Technical Issues:

- While ProVu strives to ensure successful installations, technical issues may arise.
- If any complications occur during the installation process, our technicians will work diligently to resolve them.

9. Support:

- ProVu offers limited post-installation support for a period of 30 mins however further support after this will be chargeable at £70 per hour.
- Clients may reach out for support via phone or email during regular business hours.

10. Confidentiality:

- ProVu respects client privacy and ensures the confidentiality of all data accessed during the remote installation process.

11. Liability:

- ProVu is not responsible for any system failure which may arise due to faulty hardware, software updates or upgrades.
- ProVu will not be responsible for any additional costs the reseller may incur e.g. if the installation process requires an additional day of work due to hardware or software related issues etc.
- ProVu is not liable for any data loss, system damage, or software issues resulting from the remote installation process.
- Clients are advised to back up their data and systems before the installation.

12. Changes to Terms:

- ProVu reserves the right to modify these terms and conditions at any time. The customer will be informed of any changes in advance.
- By scheduling a remote installation appointment with ProVu, the reseller acknowledges that they have read, understood, and agreed to these terms and conditions.

13. Refunds

- All service charges are non-refundable unless the work hasn't already been carried out, in which case point **7. Cancellations and Rescheduling** will apply at £70 per hour for work done prior to the remote installation.

Become a ProVu reseller today, visit:

www.provu.co.uk/reseller

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