

UNIFY ME™

TOTAL COMMUNICATION SOLUTIONS



MANAGED ENTERPRISES
MONITORED EQUIPMENT
MULTI-VENDOR ENVIRONMENTS
MULTIMEDIA EXPERIENCE



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International
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www.avispl.com

AVI-SPL's Unify ME™ is a blend of services that meet and support your communication needs. Backed by the Pro AV industry's most experienced and dedicated professionals, we design, build, install and maintain the communication systems your company needs to succeed.

VNOC Symphony Management Platform

AVI-SPL provides you easy video service management with the touch of a finger with VNOC Symphony®. The VNOC Symphony platform consists of customer facing tools, VNOC facing tools, and back-office systems. Built on a web-oriented architecture, VNOC Symphony's framework easily interacts with current and emerging interface technologies for ubiquitous and mobile real-time access of any meeting resource. Accessible via such methods as Microsoft Outlook, Lotus Notes, Apple iPhone, Apple iPad, and Google Android, VNOC Symphony enables innovative management of your video solution from anywhere at anytime.



AVI-SPL lives up to the promise of unified communications, delivering an environment and experience that has been designed specifically for you. We extend the value of your technology investment through our expert onsite and remote support. As the world's largest audio-video solutions provider, AVI-SPL has expertise in all the technologies and support services your business needs to stay competitive.

Unify ME Connect

- Network infrastructure setup
- Quality of service connectivity
- Support for legacy and high-definition calls
- Business to business exchanges

Unify ME Control

- Comprehensive room, call and network monitoring
- VNOC Management
- Performance reporting
- Live call support

Unify ME Communicate

- Meeting services
- Multi-site telepresence and videoconferencing services
- Managed conferencing, webcasting, and Business to Business call launching
- Complete conference production

Unify ME Content

- Digital Media as a Service (DMaaS)
- Hybrid equipment and service models
- Highly scalable
- Online portal for content distribution and management

MANAGED SERVICES

Unify ME: Connect, Control, Communicate and Content

Through the Unify ME cloud-based services, you will maximize your company's existing investment in infrastructure. These services let you easily connect with your video communications network, including telepresence rooms, video endpoints and home office workers.

SUPPORT SERVICES

Our Customer Care Program provides comprehensive support for your investment, with three tiers of contract options: One-Year Warranty, Preferred (remote service) and Onsite. We also have optional contract upgrades that provide enhanced levels of service: Exclusive, Preventive Maintenance, First Call Consolidation and Remote Alarm Response.

Customer Care Upgrades

- Exclusive (includes 24/7/365 phone support)
- Preventive maintenance visits
- First call consolidation

Customer Care Program

- Unlimited technical support
- Onsite service/response
- Warranty parts repair/replacement
- Manufacturer certified service provider

PROFESSIONAL SERVICES

AVI-SPL's professional services ensure the environment and experience of your video communication systems meet your expectations. Our highly trained teams hold hundreds of certifications from the major vendors, such as Cisco, Polycom, Crestron, AMX, Extron, Smart, LifeSize and many others. As a result, we are well qualified to handle complex infrastructure installations and stage multimedia events that make a positive impact on your audience.

Emerging technologies

Managed implementations

Needs analysis and consultation

AVI-SPL'S EXPERTISE AND RESOURCES

Because of our experience, robust service and support, as well as our global reach through our AV Global Alliance, AVI-SPL is the solutions provider of choice for companies like yours that require the latest in communications technology along with a world class support capability.

Doing enterprise communications alone is hard. Partnering with AVI-SPL makes it easy. **Let us Unify your world.**



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