

SLA CAPABILITY STATEMENT



CONNECT

The Concept AV development process is designed to establish a deep connection with our clients.



INFORM

We always explain technology in terms of practical outcomes so our clients can inform their audiences with the perfect AV solution.



INSPIRE

We always deliver inspiring AV solutions, but we also want to inspire our clients with the excellence of our customer service and solution design.





CONNECT INFORM INSPIRE

Our Vision

Concept AV will be recognized as the most inspired AV solutions professionals in Australia, whose reliability and quality of services are unmatched, considered as leaders in the industry, developing AV solutions that "Connect, Inform and Inspire" audiences and that exceed our clients expectations.

Company Background

Established in 1987, Concept AV has built its reputation on designing, installing and integrating high quality AV/UC solutions across a wide variety of industry sectors. Just as our AV solutions are designed to 'Connect, Inform and Inspire' audiences, we adopt the same philosophy with our clients. We operate in Education, Corporate and Government sectors. Project highlights include Rio Tinto remote operations center, Conoco Phillips new office fit out, Main Roads WA Traffic operations center, Department of Mines and Petroleum new office location & Christchurch Grammar school campus wide fit out.

Service Level Agreements

Concept AV can offer a modular SLA package based on your business needs, only paying for the services you want. These cater for small deployments, all the way through to onsite technicians. Our experienced account managers will review each of the modules with our clients and produce a customized solution based on this review.

Our ticketing system includes a mobile app for technicians to update tickets status and add notes and photos directly from site, so the tickets are constantly up to date

Our SLA clients get access to their own portal where they can view live ticket status and raise tickets.

<https://conceptavassist.freshdesk.com/support/home>

ABN Australian Business Number

98 864 709 037

ACN Australian Company Number

082 612 708

Head office: **2/32 Mumford Place, Balcatta, WA 6021**

Company website: **conceptav.com.au**

Email: **perth@conceptav.com.au**

Phone: **(08) 9429 4333**

| | | | |
|--|--|---|---|
| | | | |
| Service Desk | Onsite support | Preventative Maintenance | Training services |
| Deliverables: Client access to web portal or service desk phone line for call registration and Tier 1 support only | Deliverables: Onsite attendance by a technician for fault resolution | Deliverables: A visual and operation test of the AV systems | Deliverables: An experienced trainer will provide end user training on the installed AV systems |
| Qty: N/A | Qty: Unlimited/ Prepaid Hours | Qty: Annually/Bi-annual/Quarterly | Qty: 2 Hour sessions |
| ✓ | ✓ | ✓ | ✓ |

| | | | |
|--|--|---|---|
| | | | |
| Remote Access | Monthly reporting | 24/7 Coverage | VC Software & Hardware warranty |
| Deliverables: Client supplied Remote access for fault finding and system operation | Deliverables: Monthly stats reports on call ID, numbers & status | Deliverables: 24/7 Telephone access to a technician for business-critical systems | Deliverables: VC manufacturer supplied hardware and software warranty |
| Qty: N/A | Qty: 12 Reports per annum | Qty: N/A | Qty: See detailed breakdown |
| ✓ | ✓ | ✓ | ✓ |