

CreationCare AV Support Service and Maintenance Plans

Since our founding, technology has evolved dramatically — yet our guiding principle has never changed:

We partner closely with our clients to deliver AV systems that simply work, every time.

We source best-in-class equipment from the industry's leading brands and pair it with installation expertise from award-winning teams nationwide. This foundation of high-quality, thoughtfully designed, robust, and reliable AV deployments forms the bedrock of our comprehensive maintenance and support services.

Today, our support portfolio builds directly on decades of proven performance: proactive monitoring, rapid response, preventive care, and ongoing optimization — so your AV investment continues to deliver flawless results long after the install is complete.

AV Support Services

Vendor Interface & Management

- Customer helpdesk
- Field engineering services
- Remote monitoring
- System Training



Managed Services

Fully managed on site 'white glove' services

- On-site and remote user support
- Video collaboration managed services
- Field engineering services
- Infrastructure & technology maintenance
- Event management services
- Audiovisual technology staffing

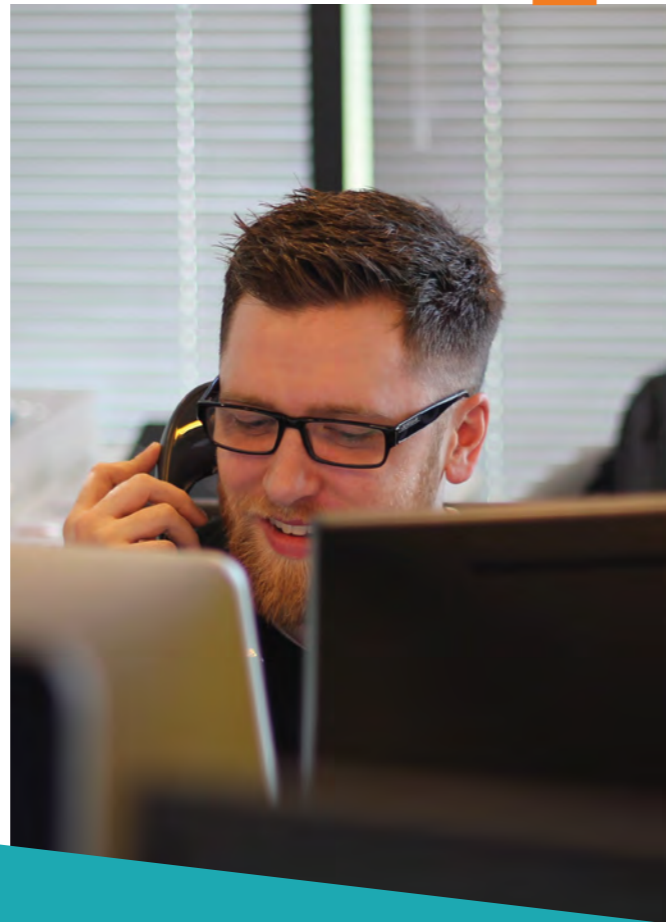


Flexible AV Support with Fixed costs

Would you like to plan and manage your AV maintenance budgets and ensure you get fast, expert support at a known cost for a fixed period?

CreationCare provides pre-booked, fixed-cost maintenance packages that give customers the peace of mind that their critical collaboration facilities will be supported by experienced technical professionals as quickly as possible.

AV Support Packages eliminate field call delays caused by waiting for purchase orders or approvals. Creation Networks manages the maintenance of customer offices and hundreds of AV endpoints in the US. Our extensive knowledge of all major AV manufacturers, hardware and Cloud technologies means we can guarantee minimum delay when it comes to keeping your AV systems operational. Field Calls can also be used to schedule preventative maintenance visits as required.



Telephone Support
Monday - Friday, 8:00am - 5:30pm
(excluding US Bank Holidays)

On-site Support
Monday - Friday, 8:00am - 5:30pm
(excluding US Bank Holidays)

Digital Response
30 minutes from logging the initial call

Next Business Day Option
8 working hours after triage is complete

Customer Feedback

Creation Networks customer feedback provides consistent evidence that we are genuinely customer-centric.

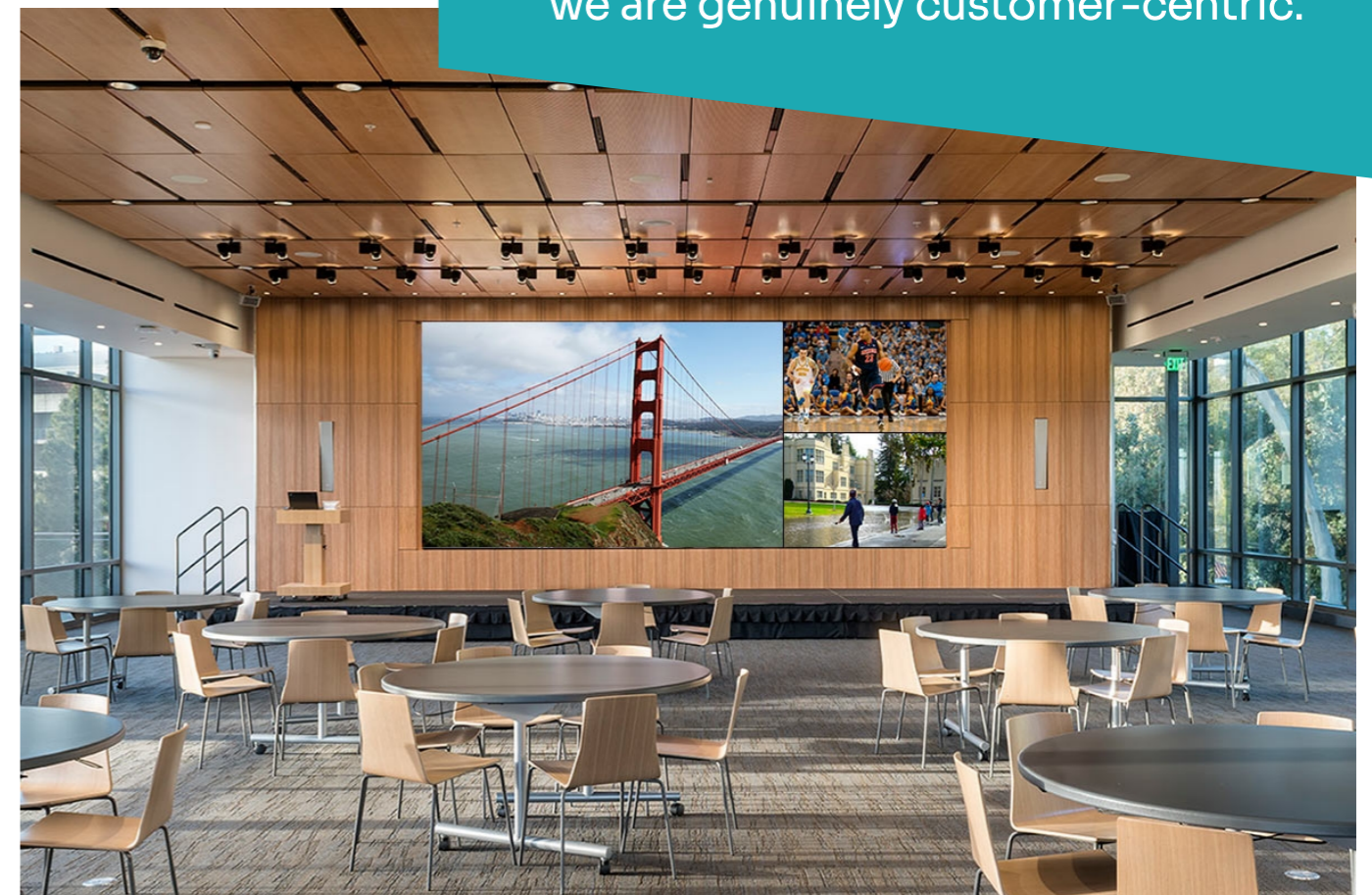
Effective support requires proven support systems, extensive technical resources and expertise, as well as a special intangible component valued highly by customers, a 'must-do' attitude. Creation Networks **AV Support Plans** assure you of the most comprehensive support service comprising remote and on-site expertise, prompt communication and a commitment to help in every way possible, which is a cornerstone of Creation's core values.

AV Support Plans including Platinum premier service are completely transparent at every stage, from proposal to pricing, activity reporting and review.

Platinum premier blends proactive advice and recommendation with preventative maintenance and the fastest possible response and repair times. Our aim is to provide an outsourced support service that feels like an extension of your company and your team. Manage projects fully from concept to completion, for peace of mind at all stages. Provide consistent, friendly and professional communication with project owners and stakeholders.

Creation Networks possess a highlight defined company culture: a must-do attitude and the highest engineering and customer service standards.

Creation's customer feedback provides consistent evidence that we are genuinely customer-centric.



Our AV Support Programs

Choose a support program that fits your needs, from on-site field calls to in-house resources.

- SILVER** on-site support calls available
- GOLD** 2 on-site support field calls
- PLATINUM** 4 on-site support field calls

AVAILS 24/7 REMOTE MONITORING & ADVANCED SUPPORT

Included with AVAILS

- 24/7 Remote System Monitoring
- Response Time (Detect, Diagnose, Contact) < 30 Min
- Same Day Guaranteed Time to Repair
- Stocked Critical Spare Equipment
- System Use Metrics for Future Planning
- On-demand Tutorials & Live Help

Get in touch

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CREATIONCARE SUPPORT COVERAGE	SILVER	GOLD	PLATINUM
Nationwide support	✓	✓	✓
Technical phone support (Mon-Fri, 8-5:30)	✓	✓	✓
2 on-site visits		✓	
4 on-site visits			✓
On-site SLA Response	2 Business Days	1 Business Day	4 Hour Same Day
Software upgrades & updates			✓
Unlimited on-site maintenance callouts			✓
Inventory & compliance reporting			✓
Emergency call out option**	✓	✓	✓
TRAINING SERVICES			
User training & system adoption***		✓	✓
VALUE ADDED SERVICES			
Creation Proactive Monitoring****	✓	✓	✓
Legacy system support		✓	✓

*Unless specified
 **Additional charges apply
 ***Frequency limited to allocated Platinum/ Gold cap
 **** Available at additional cost for all levels CreationCare.

CreationCare has you covered

You can 100% rely on us because we genuinely care about the support services we provide. We will never walk away from an installation until it is working 100% and our customers are happy.

Innovations in Service Delivery

With thousands of successful AV installations behind us, we have researched and developed, risk assessed and stress tested to formulate an innovative process.

High customer retention

Creation Networks has a 91% customer retention. The majority of our customers opt for our on-site maintenance and remain customers for many years, which translates to 91% customer retention.

Management Reporting

Key operational and service level data is captured during the life of the support contract, this is proactively analysed and reported on to better understand the system usage with supportive trend analysis.