

AVAILS

Audio-Visual Assurance, Insight, and Lifecycle Support



Remote monitoring, management, and support for today's complex audio-visual systems

In today's environments, audio-visual systems are no longer optional conveniences. They are mission-critical tools for communication, collaboration, learning, command and control, and customer experience. When these systems underperform or fail, the result can be lost productivity, user frustration, damaged confidence, and unexpected costs.

AVAILS is Creation Networks' proactive warranty and support program designed to help organizations protect their AV systems through smarter monitoring, faster response, and long-term operational support.

AVAILS Support vs Traditional AV Support

DISCOVERY



< 5 Minutes
> 4 Hours

Entire system can be polled every 5 minutes. Trouble is found before end users know.

DIAGNOSIS



< 5 Minutes
> 4 Hours

Diagnosing 99% of problems is immediate, without needing to send techs to site.

DISPATCH



< 30 Minutes
> 4 Hours

If a tech is needed on site, they are sent with the right parts for fix.

REPAIR



< 8 Hours
> 48 Hours

Techs arrive on site with parts and immediately begin repairs.

A AVAILS Support

T Traditional AV Support



Keep Rooms Working, Meetings Moving, & Teams Productive

Audio-Visual focused monitoring and support program designed around today's IT-centric solutions. Detect, diagnose, troubleshoot, and support all devices on the AV network

Assurance that your systems are always operational and ready. It checks both health of equipment along with AV network status.

Insight to see when components may fail before your end users find something down and can't use a room or system.

Lifecycle operations assistance from planning, to integration, support, and upgrades. These are all made quicker, easier, and more affordable.

Support is dramatically improved by reducing response times, providing on demand tutorials, AI tier 1, and remote live help when needed.