

Telepresence & Video Support Services from **aap3**

Global Room Sweep Service

aap3 are a Global IT and Business Solutions provider for all business entities, operating across three verticals; Consultancy, IT Engineering, and Recruitment.

Holding a unique position in the TP and video market, **aap3**'s services are vendor agnostic enabling us to provide skilled engineering services across the largest manufacturers in the TP and Video market.

Our breadth of knowledge and accreditations allows **aap3** to complement the in-house capability of; vendors, channel organisations and system integrators within a 'services only' delivery model which is non-competitive and focused on delivering for our partner.

Our capability has significantly developed since the inception of Telepresence and we have delivered projects for some of the largest global businesses totalling over 400 installs and 1000's of support requests.

Room Sweep - What?

As your customers TP estate continues to grow and it's investment scrutinised it is vitally important that the system is available and working for the scheduled meeting. For you, as a supplier, you also need to minimize complaints and ensure customer satisfaction. With this in mind **aap3** have developed an effective solution:

The Room sweep Service provides periodic, sustained conditioning of a Video/Telepresence system by:

- Performing a visual check of the environment.
- Adjusting, re-calibrating or making good system components as per the Checklist.
- Informing you, by way of inspection report, if spare parts need to be ordered, shipped and installed or other action taken.

Periodic room sweeps reduce the number of user issues that can occur and ensure that the room and system adhere to manufacturer specification and best practice. Typically a room sweep would check the following components;

Video Codec(s) Plasma Display(s) Cameras Lighting Shroud Projector (as applicable) Content LCD Document Camera (as applicable) IP Telephony Phone (as applicable) Optional Presentation Codec Auxiliary Control Unit Microphones Speakers Call control devices.

Room Sweep - How Often?

aap3 can offer the service on a monthly, quarterly or annual basis depending on the needs of your customers.