



World-Class Operational Services

When you've installed a voice and video conferencing system that is the envy of your competitors, you want it to work the way it was designed, delivering the highest level of communication for your team. *So do we.*

That's why York Telecom provides you with a full suite of post-sale services, from preventative maintenance packages to Total Managed Conferencing Services, staff augmentation and training programs. No matter what level of service your system requires, York Telecom provides the support you need.

Multiple Service Options

We offer three levels of comprehensive maintenance services: Standard, Enhanced and Premier. Our service capabilities include:

- Technical staff placement
- Help Desk services and administration
- Remote monitoring and diagnostics
- Service Provider coordination and administration
- Event scheduling, coordination and support
- Routine maintenance and performance certification
- Upgrade administration and implementation
- Redundant component inventory management
- Strategic enterprise and technology planning
- Telephone support options including 24/365 coverage

Coordinate with us today.

We can provide custom maintenance plans on request. Visit York Telecom at www.yorktel.com, call **866-836-8463** or email us at info@yorktel.com to discuss an end-to-end maintenance package that will meet your needs.



Maintenance & Support enhances your system

In addition to our standard maintenance packages, York Telecom offers these service options to improve the effectiveness of your visual communications system.

On-Site Support

Mission-critical applications, such as Command Centers or Telemedicine facilities, must be up every day and around the clock. To meet these critical needs, York Telecom can provide on-site certified visual communication engineers to meet your day-to-day maintenance requirements. These engineers can supplement your current staff or assume complete responsibility for your visual communication solution, allowing you to minimize “down time” and loss of use. They are available for both short and long term projects.

Program Management

Once the appropriate visual communications solution is designed, a York Telecom Project Manager will be assigned to your project. This single point of contact will manage implementation of the project from start to finish, monitoring each task and providing schedule status reports throughout the process.

Massive Deployments

Utilizing our technology experts within York Force, we can manage a large-scale deployment of any visual communication solution. Our extensive communications network helps us locate our force where they can best help you. Our professionals are fully qualified to maintain systems from all of the industry’s leading manufacturers.

Total Managed Conference Services (TMCS)

TMCS is a complete, end-to-end package of services that combines the Professional, Operational and Integration services we offer under one umbrella and adds total hands-on management. We can help you determine your organization’s technological needs, and design a visual communication solution to meet those needs, as well as grow to meet your organization’s needs in the future. After we install the equipment and train your end-users, we can maintain your installation from our National Support Center or with an onsite Engineer

Total Managed Conference Services may include:

- Strategic Planning
- Conferencing Implementation Plan
- H.320 to H.323 Migration
- Technical and Operational Training
- System Design and Integration
- General Program Management
- On-site Technical Personnel
- Massive Deployment Installation
- Maintenance and Technical Support

A History of Service Excellence

We have more than 20 years experience, and we cover the globe from our headquarters in Eatontown, New Jersey, and our offices in New England, New York, Washington, DC, Virginia, and our offices around the world, including London, UK and Bangaluru, India.

Whether it's a complete end-to-end solution, design, managed services, or a streamed event, York Telecom is ready to be your partner in visual communications.

For more information, visit us on the web at www.yorktel.com, email us at info@yorktel.com or call us at **1.866.836.8463** to discuss an end-to-end maintenance package that will meet your needs.