

# EMPOWERING YOUR EXPERIENCE. PROTECTING YOUR INVESTMENT.

Audability has a full range of the latest and best Audio, Web and Video Conferencing technologies. We'll customize our services to your business needs, and you can rest assured your communications will be delivered as effectively and efficiently as possible.

“We love working with Audability, because they have a vested interest in our success.”

**GINO CARDENAS** HOSTOPIA

## **AN ALL-INCLUSIVE PROGRAM FOR YOUR NEEDS**

Total Care provides a proactive and fully managed program that allows clients to easily administer their collaboration estates. Your teams can focus on their core initiatives, while trusting Audability to manage the critical business uptime for your Collaboration Solution. The Total Care program provides all-inclusive pricing with fully managed support - maximizing system availability for your team and clients. Eliminate system worries and surprise expenses with your customized program, which comes with up to a guaranteed 5 year system life cycle. Our adoption and integration services ensure maximum productivity improvements and your return on investment.



“My expertise is keeping our focus customer centered, we provide solutions that make our client’s lives easier.”

**CHRISTINA CRUZEIRO**  
STRATEGIC ALLIANCES  
MANAGER, AUDABILITY

**THE VALUE OF COVERAGE**

Audability’s Total Care program is designed to provide total confidence in the performance and business availability of your Collaboration Solution. Our proactive and responsive approach ensures optional service continuance.

**All inclusive** unlimited remote and on site support includes maintenance and consumables replacement. Maximize your system availability for you team and clients while eliminating worry over maintaining your technology infrastructure.

**Help desk** with one number to call across North America, supporting all of your locations and integrated with support and incident management systems.

**Preventative maintenance** proactively reduces system impacting issues and ensures your software is kept current. In the case hardware needs to be replaced, our advance parts replacement ensures next business day resolution.

**Guaranteed 5 year** life cycle, therefore eliminating worries over constant changes in technology and protecting against manufacturer end of life components.

**Adoption and integration services** help your organization to experience the full benefits of your Audability solution, while maximizing your return on investment.

Audability’s team of knowledgeable resources demonstrate urgency and responsiveness, while providing a quick and efficient resolution. Our investment in our technicians and field service team ensures they are knowledgeable and have an in depth understanding of collaborative solutions and their elements.

**AUDABILITY’S COLLABORATIVE COMMUNICATIONS**

We simplify communications, enable collaboration and create more productive spaces through our suite of solutions.

