



Service & Support Agreements

Optional Services

Facilities and IT departments don't have the knowledge and expertise to support sophisticated AV Systems. Proper support and maintenance will guarantee you get the most return for your Audio Visual investment

Our Platinum and Gold Level Service packages provide break/fix support, warranty services, preventative maintenance and Help Desk assistance to keep your company fulfilling its collaboration strategy.

Benefits to You

Single Point of Contact: One Crescent Digital contact for incidents and service requests, even when you have service tickets with more than one manufacturer

Responsive: We can provide a high level of service, even as your vendors and technology change

Proactive: Our standardized approach for AV and video collaboration addresses issues before you are affected

Flexible Engagement Options: We'll work with you remotely or onsite

We proactively perform preventative maintenance visits and dispatch onsite support when needed.

Support for Every Need

Our Customer Care options include remote and onsite service resources that provide the help you rely on for IT, AV, and video systems to work as expected. Our three primary service options are:

1. Opt Out - Time and Material
2. Annual Pre-Paid Hourly Agreement
3. Pre-Paid Maintenance Agreement

Contact Us

Crescent Digital

3210 Euclid Ave
Cleveland Oh, 44115
Crescent Digital, LLC
216-378-0360

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Service and Support Features	T&M Opt Out	Hourly Pre-Paid	Annual Maint.
24x7 Global Help Desk Support	Billable	Billable	✓
Web Portal Access	✓	✓	✓
Service Level Guarantee (see SLA by type)	None	24-72 hour	24 -48 hour
Onsite Teck Dispatch	Billable at non-contract rates	Billable at reduced contract rate	✓ limited
Assigned Service Management	Not available	8 x 5 x 260	24 x 7 x 365
Available Terms	None	1 or 3 year	1 or 3 year
In MFTG Warranty Support	Billable Labor	Billable Labor	✓
Out of MFTG Warranty Support	Billable Parts and Labor	Billable Parts and Labor	✓
Consumables Replacement	Billable	Billable	✓

Optional Services

Preventative Maintenance Visits: offer the comfort of knowing installed technology is professionally maintained to ensure equipment runs as smoothly and effectively as when it was first installed. Our onsite field technicians will perform regular testing, cleaning, and configuration validation based on a best-practices regimen to keep systems in optimal operating condition. Visits can be scheduled on a Quarterly, Bi-Annual, or Annual basis with scheduling flexibility on a room-by-room basis.

The Support Process

To ensure your need for assistance is resolved as quickly as possible, we follow a process that tracks calls and guides them through steps that lead to a successful resolution. Below is our three-tier process:

Tier 1 Help Desk		
<ul style="list-style-type: none"> Log Request & Identify Coverage Level Check equipment for status/errors Perform diagnostics Adjust settings as required Escalate to Tier 2 if required 	Tier 2 Help Desk	
	<ul style="list-style-type: none"> Perform root cause diagnostic Attempt Remote Repair Order replacement components (if applicable) Schedule parts delivery Dispatch Technician Escalate to Level 3 if required 	Tier 3 Help Desk
		<ul style="list-style-type: none"> Escalate to Manufacturer Work with Manufacturer Implement Fix Close Case

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