



Support Guide

Learn more about our weVision Unlimited Support Packages and discover how your organisation can reap the rewards.

weVision Support Packages

Vision One Technologies provide every level of audio visual AV maintenance, and AV technical support, with fast response times, preventative maintenance, online fault reporting and annual reviews.

Anyone who has experienced technical failures, either just before or during a presentation to clients or an important staff meeting will understand the need for the audio visual system to be properly maintained, with competent technical support personnel.

Vision One Technologies provide three different levels of AV maintenance contracts (Standard, Standard Plus, & Unlimited Premium) with varying degrees of cover and price, depending upon the importance of the cover and need to have the system operational as fast as possible. Standard contracts are available in one-year or two-year terms.

System Audit & Health Check

Where the audiovisual system is existing, and has not been designed and installed by Vision One, we will complete an audit of the system to identify all of the components that make up the system. We will then evaluate the system by reviewing the design, cabling and sometimes performing technical analysis tests.

Maximum Call-Out Response Times

Each contract will have a maximum call-out response time. Thus, providing you peace of mind that you will receive technical assistance on-site within a pre-determined time limit. You can also be assured that the person who attends will be fully qualified to do so.



System Design

If you have contracted Vision One to design and install your audiovisual systems, you will already benefit from an inherently reliable design. Our philosophy is to always engineer solutions with integrity and therefore adopt the following principles to increase reliability:

- ✓ Only reliable reputable manufacturers' products are used
- ✓ Non user electronics (i.e. things users do not need to access) are separated from the main electronics and locked away.
- ✓ Thermal management is considered in every design
- ✓ Connection types and their construction are chosen for their reliability
- ✓ High grade cabling is used
- ✓ Power conditioning with filtering is used
- ✓ Where possible bi-directional control is adopted (allowing feedback for engineers)

Phone & Online Support

As part of our maintenance cover we provide telephone and online support. You will be able to speak to a qualified engineer, system designer or programmer to discuss the issue at hand or report your fault via our online Support Portal.



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Preventative Maintenance

At predetermined times, we shall attend site to carry out a full check of the audiovisual systems. Each Vision One contract carries a detailed technical breakdown of exactly what work will be undertaken at each preventive maintenance visit. Following each visit the client receives a report detailing what work was completed, any potential future issues and any recommendations to aid future reliability.

Outside of Contract Services

If a client is covered by a Vision One audio visual maintenance contract, they receive the added benefit of substantially reduced labour rates for additional services that relate specifically to the covered equipment. Discounts on parts including replacement parts due to faults, lamps, and other miscellaneous items.

Software Developments & Updates

The majority of modern integrated audio visual technology, and in particular video conference systems, require regular updates of the latest software to ensure the very best reliability and compatibility. Vision One contracts can include full and regular updates of the latest software for all components.

24/7/365 Fault Reporting

All clients with our audio visual maintenance cover receive an online log-in that enables them to report a fault 24 hours a day, seven days a week and 365 days a year. This generates a ticket as a receipt and time log, and an immediate email and SMS is sent to the Vision One support team. You will then be contacted as soon as possible to discuss the issue. Of course clients can still communicate by phone if they wish.

Annual Review

We undertake an annual review of each AV maintenance contract we have to ensure that we have met our client's expectations, review the system reliability and discuss ways in which the system could be improved in the future.

Event Support

Some of our clients run critical events throughout the year and require a qualified technician to be on-hand should a problem arise during the show. Therefore, we can build value added features into our contracts to provide event assistance or management to ensure you have peace of mind whenever you may need us.

Ongoing Training

We can build into our audio visual maintenance contracts, ongoing 'on-site' training & education for clients who don't have their own in-house support staff.



“At Vision One, our ultimate goal is to earn the respect of our customers by offering an honest and personable approach to sales and a genuine interest in servicing their real needs.”
- Chris Sismanes
Director