



PROTECT YOUR AV INVESTMENT. Your AV systems impact your business success every day. Ford's field engineers provide prompt attention to your service and maintenance needs nationwide, 24/7.

Managed Services

From preventive maintenance to asset management, Ford offers a customized approach tailored to meet the needs of your organization

AV Remote Monitoring & Management (AVRMM)

Developed to meet the highest national security standards, Ford's AVRMM service provides on-premise and cloud-based solutions that monitor, notify and resolve system failures for networked and non-networked devices

Knowledge and Resources

Today's AV problems can be tough and Ford is ready to tackle them with experienced engineers, programmers and network experts

SERVICE BENEFITS

- › **Customer Support 24/7/365** | Support personnel answer service requests, document and track the issue until it is resolved promptly and accurately
- › **Industry Certifications** | CTS, CTS-D, CTS-I, CCNA, CCNP, PMP & Licensed Professional Engineers
- › **Manufacturer Certifications** | Crestron, AMX, Cisco, Polycom, AtlasIED and more
- › **Support Center** | Centrally managed with local service delivery and accountability