

# Onsite+ Plus

Onsite engineering support with 24 hour phone helpdesk



Onsite engineering support



24/5 helpdesk & technical support



Unlimited scheduled training courses



Manufacturer authorised UK service centre

## What's included:

- Priority access to service engineers when you need them, onsite next business day
- Access to the 24/5 telephone support helpdesk
- Unlimited email support tickets
- Service repairs undertaken in our vendor accredited service centres
- All parts and labour cover for warranty defects
- Annual preventative maintenance visits to site
- Unlimited access to accredited training courses

## Onsite+ service level agreements

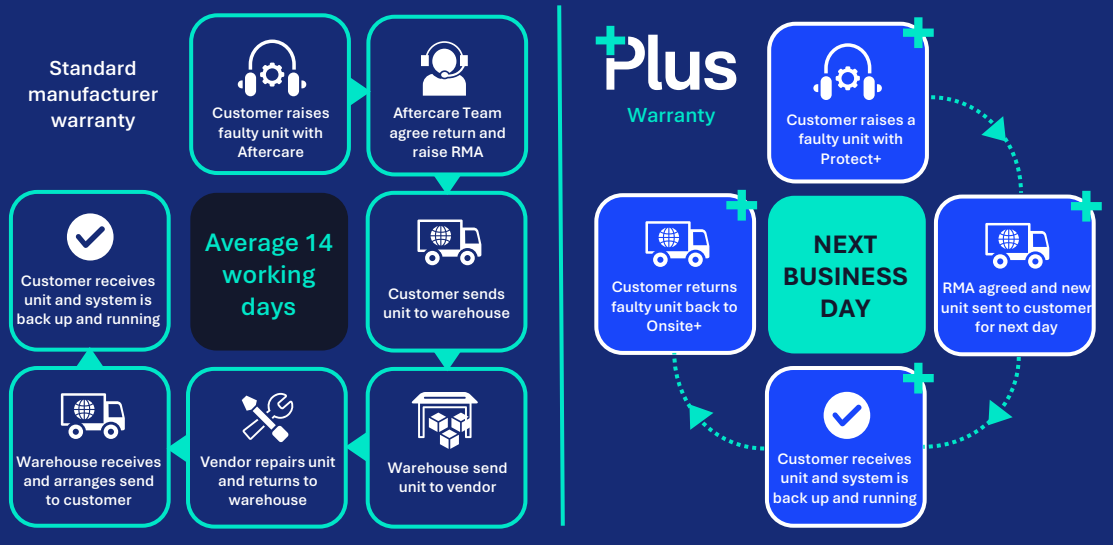
Plus is the name of the professional services division from Midwich UK&I. We offer a range of optional enhanced warranty services that can be added to your audio visual or unified communications systems to get the most from your technology investment.

Our Onsite+ service is available to cover any brand of product. We attend site and provide onsite engineering support when needed with a service level agreement (SLA). This can be combined with other Plus services such as Protect+ to provide an advanced replacement hardware warranty with onsite support to provide fault finding, product exchange and technical support as one service.

## Global footprint

Our 24/5 helpdesk is based in the UK, APAC, SEA and the USA supporting our operations in 23 countries. Our engineers are available when you need them to keep your systems working.

## Simplified, streamlined RMA service



**Upgrade your product or system warranty with our enhanced onsite engineering cover Onsite+. The service includes an engineer call out to site to resolve a fault. If something fails onsite, we can provide expert technical support with an industry-leading service level agreement (SLA).**

Onsite+ is an affordable enhanced warranty that provides you with 24-hour remote product support via phone and email with an onsite engineering backup to get your audio visual product back up and running faster. Typically we can attend site from 24-72 hours subject to engineering availability and access for a maximum of 3 visits per year. We offer service level agreements to ensure there are no delays if you have a problem with any brand of audio visual product. Combine Onsite+ with Protect+ and we will exchange a product onsite with an advanced replacement device.

With an Onsite+ contract, you get far more than onsite engineering backed by a UK service centre. We include unlimited access to our premium helpdesk for technical support. We aim to answer your calls in 10 seconds, respond to any support email in 20 minutes and resolve any support enquiry in 24 hours using our Protect+ cover that offers next-day replacement product guarantee. You and your teams can also access our manufacturer-accredited or product syllabus training programs to ensure you get the most from your hardware investment.

Our engineers can support you with training and technical support on a specific product or an entire system made up of multiple brands of hardware. We provide you with everything you need to get the most from your audio visual system. Combining Onsite+ with Protect+ cover is designed to offer any level of service cover you need, from simple warranty assurance to fully managed aftercare with onsite support.

## Supporting your product or your whole system

Midwich UK&I distributes over 500 of the leading audio visual and unified communications brands globally and an Onsite+ warranty is available with all of them.

Here is a small selection of the leading brands we work with our onsite service contracts:



### More information

Visit [www.midwich.com/plus](http://www.midwich.com/plus)  
Email [onsiteplus@midwich.com](mailto:onsiteplus@midwich.com)

Contact the Plus team for more information:  
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Access to an online portal for fault reporting and live tracking



Troubleshooting hotline and email support