



Kinly Care Managed Services

The digital landscape is evolving with perhaps the most significant change being where and how we work. The rapid adoption of remote working places ever-increasing demands on IT and service departments.

With this in mind it does mean that organisations need to consider how they support and manage their collaboration and AV estate. Our Kinly Care managed service modules provide more than just helpdesk + Break fix, we will deploy and support you providing an end to end service helping you better manage your costs.

With Kinly Care, we help maximise your collaboration and AV estate uptime, keeping your employees productive and effective wherever they are.

Kinly Standard Packages

Essential

Our Essential package gets your infrastructure up and running and maintained as quickly as possible. The service offering comprises of:

- Remote | Remote + Support
- Service Asset and Configuration Management

Core

For installations with straight forward support and management needs, but with the added peace of mind of On-Site engineers.

- On-Site | On-Site + Support
- Service Asset and Configuration Management
- Release Management

Complete

A comprehensive package for customers who need full lifecycle support and management , proactive monitoring alongside expedited response and resolution.

The service offering comprises of:

- On-Site + support
- Service Asset and Configuration Management
- Release Management
- Remote Management
- Service Management

Kinly Care Service Scope

Service Scope		
Service Elements	Description	Kinly Regions
SACM (Service Asset & Configuration Management)		
Asset & CI Maintenance	Access, tracking, maintenance of Asset and CI (Configuration Item) life cycle including EOL (End of Life) & EOSL (End of Service Life) data access	Global
Configuration Back-ups	Back-ups of Device configurations Control programming scripts As-built drawing	
MACD Activities	MACD (Move Add Change and Delete) for asset maintenance for refresh of the estate	
Release Management: Video System & End Point		
Firmware Updates	Scheduled firmware updates of entire video end point estates	Global
Installation Testing	End points firmware & codec post installation testing	
Control Script Updates	Control script re-programming for functional adaption to post firmware updates	
System Check & Patching	Proactive system uptime / availability check and patching through central management system	
Smart Monitoring		
24x7 Proactive Maintenance: Proactive Fault & Connectivity Detection	24 hrs x 7 days Proactive detection of faults for rooms availability and health monitoring with automatic alerts for incident management	Global
24x7 Proactive Maintenance: Events Mapping Management	Proactive detection of events with automatic alerts for incident management based on Support Service Level to device level	
Smart Reporting: Hardware Asset Management	Live update of asset information to support accuracy of CMDB	
Smart Reporting: System Utilisation & Call Quality	Conference Call and Call control utilisation and quality monitoring for video system service	
Smart Reporting: Data Trend	Real time and historical reporting provided on a live customer dashboard with trend analysis features	
Service Management		
Service Metric Analysis	Support Service Desk statistics analysis	Global
SACM Analysis	EOL & EOSL analysis through QBRs (Quarterly Business Review)	
Smart Monitoring Analysis	Room utilisation & capacity reporting with ROI analysis	
MACD Co-ordination	Assisting Co-ordination of MACD	
Video Conferencing Concierge		
Events Management	Allocated Kinly Events Manager to plan and managed video concierge events including call scheduling, planning, testing launching, monitoring and supporting	Global
Customised Video Concierge Service	Customised video concierge service including using customer infrastructure	Kinly US Only
	Full process coverage includes scheduling, planning, rehearsal, site certification, call set up and tear down for day to day meeting and high-profile meetings	
	Dedicated concierge team providing customise call monitoring responsibilities including pre-defined script, call quality monitoring, issues mitigation and live technical troubleshooting	

Kinly Managed Service Technology Matrix

Managed Service Technology Complexity Matrix					
Service Elements	Description	Solutions Group			
		Video End Point	Microsoft Room	Webex Rooms	AV Solutions
SACM	Asset & CI Maintenance	•	•	•	•
	Configuration Storage & Backups	•	•	•	•
Release Management (End Points & Remote Only)	Firmware Updates	•	•	¹ N/A	³ N/A
	Installation Testing	•	•	¹ N/A	³ N/A
	Script Updates	N/A	N/A	¹ N/A	³ N/A
	System Check & Patching	•	•	¹ N/A	³ N/A
Smart Monitoring	24x7 Proactive Maintenance: Fault Detection	•	•	•	•
	24x7 Proactive Maintenance: Connectivity Detection	•	•	•	•
	System Utilization	•	-	•	Solution Dependent
	Call Quality	•	-	•	N/A
	24x7 Proactive Event Mapping Management	•	•	•	•
	Smart Reporting: Data Trend	•	•	•	•
	Portal (SNOW) [Proactive Alert]	•	•	•	•
	Software Asset Reporting	•	•	•	•
Trends Analysis	•	•	•	•	
Video Conferencing Concierge	Events Management: Call Launch	•	•	-	N/A
	Events Management: Monitor Unattended	•	•	-	N/A
	Events Management: Monitor Attended	•	-	-	N/A
	Events Management: Scheduling	•	-	-	N/A
	Customised Video Concierge (Kinly U.S. Only)	•	-	² •	•

¹ Cisco releases its software updates for Cisco Webex; Customer is the admin who can control the release from a point of view of delay, normal release, or beta release.

² Video Conference Concierge can be operated via Cisco Webex portal, by dialling out to endpoints and including layout settings. For full endpoint control, access to customer network via VPN access with customer credential is necessary. Please discuss with Kinly U.S. team via the customised consultation process.

³ Release Management is currently designed as a remote service. While some devices such as control panels can be updated remotely, most AV devices firmware updates are conducted by the Manufacturers.

For devices that can only be updated on-site, which is the majority of AV equipment, please refer to the Kinly Preventative Maintenance service as part of the Optional Support Enhancement to Remote, Remote+, On-Site and On-Site+ Support service modules.

Preventative Maintenance service while focuses on an audit of room devices and conducts spot testing, and if possible the on-site Kinly field engineer will update the latest firmware/software to the room device to the estate with customer approval. These actions will generally be based on the following reasons, but not limited to: security vulnerability and manufacture deferred software policy.

About Kinly

At Kinly, we think working together is the most exciting thing in the world. For us it does not stop with technology. We will be there every step of the way to help you work smarter, in different places and spaces. Our reliable and supportive teams will help you plan, build, support, manage and optimize your collaboration spaces and places. We call this the collaboration lifecycle. We care for and work with our clients from start to finish.

Contact us

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