



Kinly Care Remote Support Modules

Collaboration Technology is Mission Critical

Video and Audio Visual collaboration solutions are mission critical in modern organizations. No matter how well a system is designed or how rigorously it is tested, at some point a failure will occur. At that point of failure recovery time is key to business continuity and for that you need an expert to help you there and then.

Remote Support Modules

Our support centre is responsible for handling your enquiry and will allocate one of our experienced service engineers to correct the failure. With our Remote Support modules you can expect:

- > 2nd line regional technical specialist: 24x5hrs coverage
- > NBD (Next Business Day) hardware resolution
- > Service desk statistics reporting
- > Incident and problem management

Enhance your Support Modules

Kinly offer a range of support enhancements that supports your requirements to effectively secure, maintain and improve service delivery and meets your organizations needs. These include, preventative maintenance, enhanced response times and extended coverage of 24 hours by 7 days remote management coverage.

Supporting Internal Teams

Kinly Remote Support is designed to support our clients in their daily operations. We remove much of the pressure on in-house support teams and help to ensure effective use of a wide range of solutions delivered by Kinly.

Kinly Remote Support Modules

Kinly offer 2 Remote support packages (Remote & Remote+). Both options are backed by a highly experienced, skilled and industry certified team across the Kinly portfolio.

Support Service Core Modules			
Service Elements	Description	Remote	Remote+
Service Desk Support			
Remote Management	1st line Global Services Desk Support	10 x 5 local hrs	24 x 5 local hrs
	2nd line Regional Technical Specialist	10 x 5 local hrs	24 x 5 local hrs
Hardware Support			
Hardware Management	Manufacturer Advance Replacement	•	•
	Next Business Day (8hrs) hardware resolution	-	•
Software Support			
Software Management	Software and Firmware Guidance	•	•
	Software Incident Support	•	•
	Manufacturer Service Level Agreement: Software Deferral Upgrade	•	•
Warranty Support			
Warranty Management	Manufacturer Warranty Renewal Support	•	•
	Manufacturer Warranty Operations Support	•	•
Service Desk Management Support			
Case Management	Incident & Problem Management	•	•
	Service Desk Statistics Reporting	-	•

Optional Support Enhancements

Enhancement	Description
Remote Management	1st & 2nd line remote management 24x7hrs hrs coverage
Preventative Maintenance	Biannual or Quarterly product health and maintenance assessment and reporting
Service Vouchers	Kinly engineers' hours for ad-hoc services outside of service level agreement. Delivery service such as installation labor and programming can also utilised

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

Web: kinly.com

Contact: kinly.com/contact

