



# Kinly Care

## All of the benefits, none of the risk

In the perfect world, nothing goes wrong. But when it does, you need help from someone who knows what they are doing. Modern collaboration technologies enable organizations to be extremely agile, responsive, forward thinking and effective. But keeping your people collaborating effectively is a challenging task.

Managing complex collaboration environments requires expertise and experience. We remove operational challenges providing freedom from expensive resource heavy tasks that consume time and limit effectiveness. We deliver this via Kinly Care.

### Support Services

Comprehensive support modules ensure your technology is fully supported by qualified staff, in accordance with the original manufacturer's guidelines with incident and problem management processes drawn from ITIL best practice.

### Tailored to your organisation

Kinly offers a range of standard package options to help you build the most suitable package to meet your organization's needs. Each option is backed by a highly experienced, skilled and industry-certified team.

### Managed Services

Our managed services include SACM (Service Asset & Configuration Management), Release Management and Kinly Smart Monitoring. Kinly Care keeps you in the driving seat and provides full management, resiliency and security across your collaboration estate.

### Scalable & Flexible

Whether you are looking to have consistent service levels coverage across all offices and locations or a tiered approach across your estate, Kinly Care adapts to current and future scenarios as organizational needs change.

### Remove Complexity

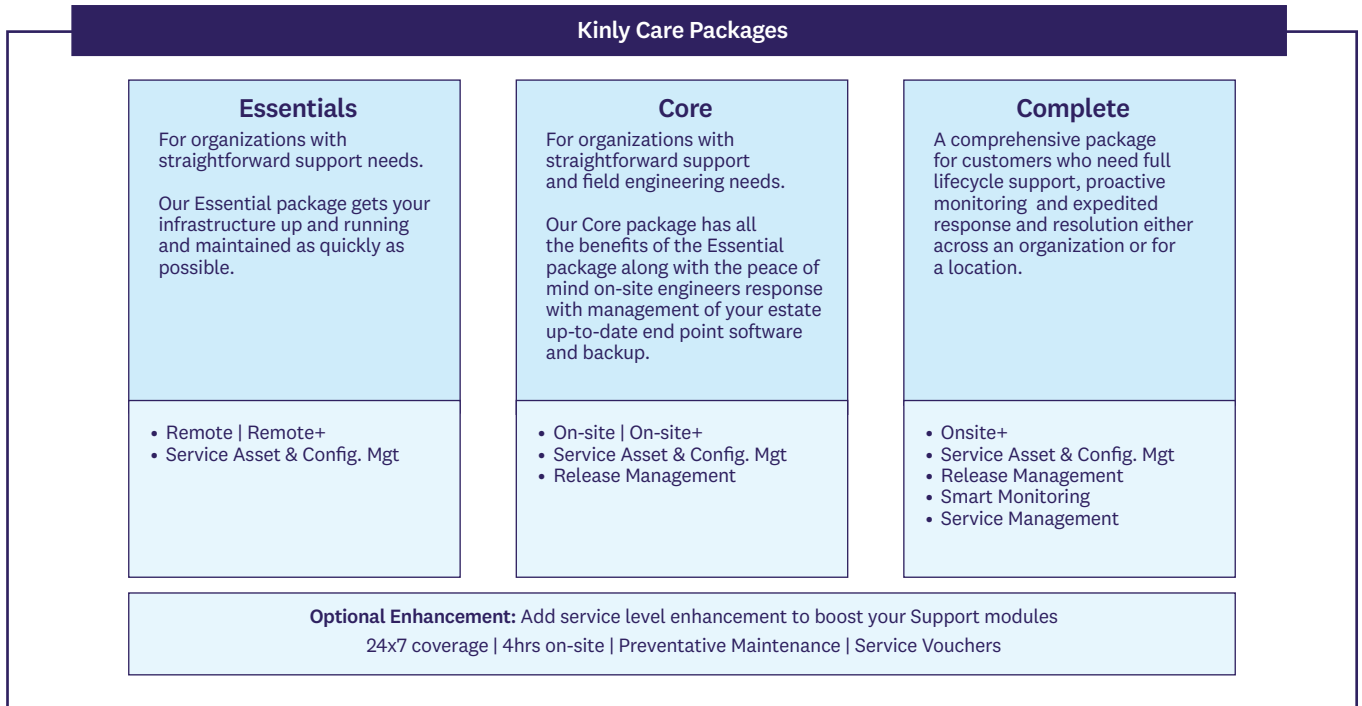
Each of our service level agreements have clearly defined response and resolution times. Rest easy knowing that your organization is in safe hands. We're available 24x7 and you can contact us by phone, email, webform or video.

### Design Standards

Kinly Care supports the leading Audio Visual and Video Conferencing manufacturers. The best results are achieved when deployed alongside standardised solutions & user centric designs drawn from the Kinly portfolio.

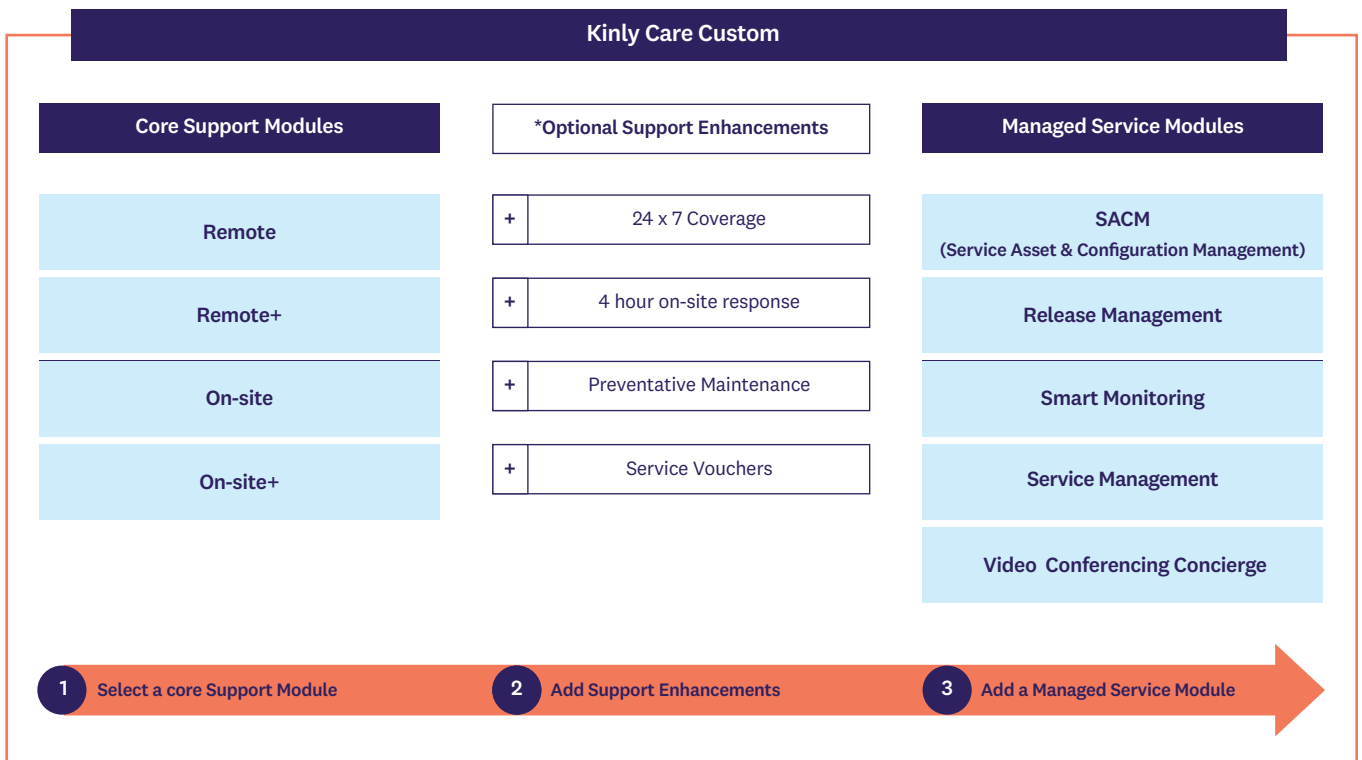
# Kinly Care: Standard Packages

Our Kinly Care packages provide more than just helpdesk and Break fix. We will deploy and support you, providing an end to end service helping you better manage your costs and ultimately saving you money.



# Kinly Care: Meeting distinct organizational needs

Kinly specifically designed a flexible range of services modules to help you build the most suitable package to meet your distinct organizational needs. Each option is backed by a highly experienced, skilled and industry-certified team across the full Kinly portfolio.



\*List of Optional Support Enhancements is not exhaustive

Core   
  Standard Module   
  Standard Enhancement

# Core Support Modules

Service Elements	Description	Remote	On-site	Remote+	On-Site+
<b>Service Desk Support</b>					
Remote Management	1st line Global Services Desk Support	10 x 5 local hrs	10 x 5 local hrs	24 x 5 local hrs	24 x 5 local hrs
	2nd line Regional Technical Specialist	10 x 5 local hrs	10 x 5 local hrs	24 x 5 local hrs	24 x 5 local hrs
Field Engineering	On-site Field Engineer Response	-	3 Working Days	-	8 hrs NBD
<b>Hardware Support</b>					
Hardware Management	Manufacturer Advance Hardware Replacement	•	•	•	•
	Next Business Day (8hrs) Hardware Resolution	-	-	•	•
<b>Software Support</b>					
Software Management	Software and Firmware Upgrade Guidance	•	•	•	•
	Software Incident Support	•	•	•	•
	Manufacturer Service Level Agreement: Deferral Upgrade	•	•	•	•
<b>Warranty Support</b>					
Warranty Management	Manufacturer Warranty Renewal Support	•	•	•	•
	Manufacturer Warranty Operations Support	•	•	•	•
<b>Service Desk Management Support</b>					
Case Management	Incident & Problem Management	•	•	•	•
	Service Desk Statistic Reporting	-	-	•	•

## \*Optional Support Enhancements

Enhancement	Description
24 x 7 Coverage	Remote Management 1st & 2nd line Service Desk with 24 hrs x 7 days coverage
4hrs On-site response	On-site field engineer response time of 4hrs
Preventative Maintenance	Biannual or Quarterly product health and maintenance assessment & reporting
Service Vouchers	Kinly engineers' hours for ad-hoc services outside of service level agreement. Delivery service such as installation labour and programming can also utilised

## Managed Service Modules

Service	Description
Service Asset & Config. Mgt (SACM)	Access to asset + configuration management data with secure software backup
Release Management	Planned testing and implementation of video endpoints, software/firmware across customer estates
Smart Monitoring	24x7 hrs proactive service incident management with access to fault detection, call quality and utilisation analytics, in a dedicated portal
Service Management	Allocated manager as a single point of contact covering escalation points
Video Conference Concierge	Dedicated concierge engineers to schedule, test and manage video conferencing and virtual events

\*List of Optional Support Enhancements is not exhaustive

### **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](https://kinly.com)

Contact: [kinly.com/contact](https://kinly.com/contact)