

MEETING ROOM AV SUPPORT

Support Packages Bronze to Enterprise

An audio visual support contract from MAV Reality starts from £500 per room per year - remote triage, preventative maintenance and on-site attendance for meeting rooms, boardrooms and event spaces. Choose a tier per room, from Bronze to Enterprise, so you only pay premium where it matters.

Response commitments are agreed per contract and tailored to your estate - talk to us about the coverage your rooms need.

AV support starts from £500 per room per year

Included in every package

- ☒ Access to our support desk for remote triage and troubleshooting
- ☒ Multi-vendor coordination and escalation (where supported)
- ☒ Firmware / platform update scheduling (to minimise disruption)
- ☒ Clear ticketing, ownership, and status updates

Choose a tier per room

Bronze

ESSENTIALS

Email-first support for standard rooms.

Contact: Email (ticketed)

Response: Response commitments agreed per contract

Maintenance: 1 preventative maintenance visit per year

Monitoring: Remote triage in business hours

Silver

PERFORMANCE

Faster response and phone support.

Contact: Priority email + phone

Response: Response targets tailored to your estate, agreed per contract

Maintenance: 2 preventative maintenance visits per year

Monitoring: Remote triage in business hours

Gold

MISSION-CRITICAL

Priority support for key spaces.

Contact: Priority email + phone

Response: Priority response commitments agreed per contract

Maintenance: Quarterly health checks + reporting

Monitoring: 24/7 room-health monitoring (UMA / Utelogy)

Includes: training + upgrade guidance

Enterprise

DEDICATED

Service owner and governance.

Contact: Tailored SLA + reporting

Response: Scheduled on-site days or dedicated presence

Monitoring: 24/7 room-health monitoring (UMA / Utelogy)

Escalation: Named escalation path

What an AV support contract covers

- ☒ Remote troubleshooting and diagnostics
- ☒ End user support (audio, camera, presentation issues)
- ☒ Supplier and OEM escalation management
- ☒ Incident logging, triage and prioritisation
- ☒ Configuration checks and stability improvements
- ☒ On-site attendance (subject to your support tier)

Full tier comparison

	Bronze	Silver	Gold	Enterprise
Best suited for	Low-risk rooms	Busy estates	N/A	Large or multi-site estates
Contact channel	Email (ticketed)	Priority email + phone	Priority email + phone	Tailored SLA + reporting
Response commitments	Agreed per contract	Tailored to your estate, agreed per contract	Priority, agreed per contract	Scheduled on-site days or dedicated presence
Preventative maintenance	1 visit per year	2 visits per year	Quarterly health checks + reporting	N/A
Monitoring	Remote triage, business hours	Remote triage, business hours	24/7 room-health monitoring	24/7 room-health monitoring
Additional	N/A	N/A	Training + upgrade guidance	Named escalation path
Support desk, remote triage & troubleshooting	☒	☒	☒	☒
Firmware / platform update scheduling	☒	☒	☒	☒
Multi-vendor coordination & escalation	☒	☒	☒	☒
Ticketing, ownership & status updates	☒	☒	☒	☒

Didn't buy your system from us? We can still fix it.

We support meeting rooms we didn't design or install - one-off fixes or ongoing cover, on any of the major vendors.

Talk to us about your estate

Covering the UK from our offices in the North (Halifax, West Yorkshire) and South (London).

EMAIL

hello@mavreality.com

WEB

www.mavreality.com/services/support-packages

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