



## Service as a Strategy

Taking a strategic approach to services means understanding the business objectives and aligning the right mix of services to ensure your communication environments are running smooth.

### HBview Monitoring and Management

HB proactively monitors and manages audiovisual, video collaboration and digital signage systems from our Remote Operations Center, where experienced HB Engineers are dedicated to keeping your systems running smoothly.

### Strategic Staffing

Whether providing ongoing technical support for your audio visual environments, addressing user and meeting support or managing on-site events, you may want to rely on dedicated on-site specialists from HB. By leveraging HB's extensive staffing experience, you can increase operational flexibility by adding the specific skills needed or backfill for planned or unplanned absences.

### Maintenance Plans

Preventative maintenance often catches problems before they occur. This can save you costly disruptions at critical times. Each system includes an initial service warranty agreement but you may want to consider protecting your investment with one of HB's maintenance plans. With options that can be tailored to meet your needs, a plan will ensure a positive service experience and peace of mind.

### 24/7 Global Help Desk

No matter where in the world you are, HB's expert personnel will uphold the vitality of your communication environments. The 24/7 global help desk is always available to answer questions and provide quick, accurate and professional help during urgent technical issues.

### Video Conferencing and Webcast Production

With video conferencing or webcast production services, your meetings are active and ready when you walk in the room. Whether managing video calls or town halls, the HB team will prepare, produce and monitor your video meetings or webcasts from start to finish, ensuring a creative, professional and productive experience for all.

### Professional Services

HB specialists are your experts on call for any need. They are amongst the most recognized in the industry and they maintain advanced certifications from all major manufacturers and industry associations. In fact, the ratio of HB specialists with advanced certifications is higher than anyone in critical areas such as video conferencing and control programming.

To learn more about HB's Managed Services, contact us at **800.243.4414** or email [service@hbcommunications.com](mailto:service@hbcommunications.com)