

OPTIMISE YOUR WORKPLACE WITH TWISTED'S ALWAYS ON SERVICE

With global 24/7 maintenance services, Twisted are your support partner. We ensure that your investment is protected and provide you with swift remedies. Put simply, you can put your trust in us.



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SERVICES BY
twisted 

ABOUT TWISTED

At Twisted we work globally to make workplaces better connected. Our technical expertise and innovation in every project allows us to deliver global data-led designs and services. We create better connected workplaces by offering a flexible service and a strong partnership with our clients.



Audio Visual



Data Cabling



Network/
Active IT



Voice



WiFi

24/7 SUPPORT

Why wait till it goes wrong? At Twisted we are a technology partner who offer 24/7 support across the globe to prevent disruptions in your workplace. We'll take ownership of your products and will keep you closely informed so that you can avoid system downtime, lost connectivity and intermittent problems. To ensure that you are operational as quickly as possible our 24/7 help desk will reduce stress levels.

SERVICE PACKAGES

With regular planned visits by our experts, you can avoid technology downtime and costly emergencies both from a time and financial perspective. Our team starts this process with an on-site visit where we carry out a full system health check. Within this health check and MOT, our engineers will check all of your equipment to ensure it is all working correctly and pick up any faults prior. The frequency of visits will be bespoke to each project to ensure the technology is optimised in line with utilisation. At Twisted we have three different standard service packages which are based on different priority levels as well as a custom service package. The Service Level Agreement (SLA) time will depend on your priority level at Twisted.

PRIORITY LEVEL	REMOTE SUPPORT*	ONSITE SUPPORT*
P1 (HIGH PRIORITY)**	1 HOUR	4 HOURS
P2 (MEDIUM TO HIGH PRIORITY)	1.5 HOURS	8 HOURS
P3 (MEDIUM PRIORITY)	2 HOURS	12 HOURS

*Within business working hours
** Client must have onsite gold stock available

WHY TWISTED FOR YOUR SERVICE PACKAGES?

■ SERVICE DESK

Professional service support function that manages all reactive and proactive support, including ticketing portal access and part handling services.

■ REMOTE TECHNICAL SUPPORT

Technical AV support desk provides troubleshooting triage.

■ ONSITE SUPPORT

Attendance by a Service Engineer to rectify AV issues with dedicated response times.

■ PREVENTIVE MAINTENANCE

Scheduled equipment checks, automated firmware and annual on-site maintenance.

■ SERVICE ACCOUNT MANAGEMENT

Service point of contact to support escalations and deliver service focused review meetings complete with activity reporting and metrics.

ONSITE MANAGED SERVICES

Twisted can provide you with audio visual experts onsite at your AV facility to provide a high level of onsite technical support and a concierge service to work alongside your internal teams.

INTUITION

Intuition is a software that controls, manages and analyses your workplaces. This AV management and monitoring software allows the user to assess the health of their AV landscape and detect issues prior, communicate this to the Twisted support team and enable remote access, diagnostics and resolution before the business is even impacted by the fault.

AD-HOC CHARGES

With or without a support contract, Twisted are always here to help if you need instant support. However, it should be considered that this may not be the most cost-effective solution because you will not be entitled to SLA's with this service and that all troubleshooting and online maintenance will be carried out as best endeavours.

THE SERVICE HELPDESK PROCESS



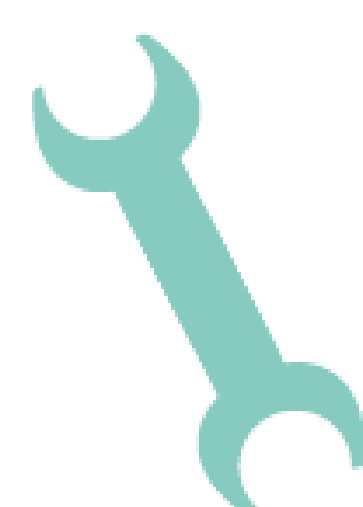
The helpdesk is alerted about a fault, through our online ticketing portal where a ticket is generated and a unique customer reference number is produced.



The ticket will be escalated through to our tier 2 support team where full triage, testing & remote diagnostic checks are completed. If the issue can be resolved remotely, the client will be informed of the fix and the ticket will be closed.



If an error is identified after the diagnostic tests which can not be resolved remotely, an engineer will be arranged to attend the site to investigate further.



A field engineer will perform a full investigation onsite, test and complete an onsite fix. If an RMA needs to be completed, the part will be sent to the manufacturer to be repaired and an engineer revisit will be arranged.



The engineer report will be issued to the client by the helpdesk and the ticket will be closed. (Unless a P1 contract is in place where gold stock is available. In this case a swap will be performed onsite by the engineer and the faulty item RMAed).

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"TwistedPair has been our trusted AV partner for over three years. We've continued to work with TwistedPair due to the team's consistency in providing quality set-ups, maintenance, and guidance."



"The people working at Twisted are great from account management to project delivery. Always friendly, knowledgeable and helpful. Which is why the maintenance is a no brainer, they provide the best service in the industry as it is, the engineers will attend site ASAP and resolve the issue or implement a workaround. Great service from a great company!"

Omar Zaman
Solutions Manager, UK Technology
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