

SKC Onsite Staffing (SOS) Support Service

Full-Time Dedicated SKC Technicians

Comprehensive On-Site Dedicated Support Specialist

- * Respond to "Help Desk" tickets
- * Provide training and job aid
- * Support and monitor video bridging call launch
- * Provide expert assistance with installed A/V equipment
- * Work with various enterprise video conferencing system providers

Expert Level Consultation for Future Technologies

- * Evaluate future A/V technology, solutions, and quotes
- * Research and recommend new hardware and software

Inventory Management

- * Manage video conferencing and cable/satellite equipment, conference phones, cabling, accessories, overhead projectors, bulbs, mounting, electronic white boards and digital signage

Comprehensive Reporting

- * Reporting includes: a weekly status, monthly inventory, service desk tickets, monthly maintenance checklist, and internal project status lists

Ensure Success with Project Oversight

- * Monitor quality control standards, labor, and material being installed
- * Provide A/V installation punch list per contract
- * Follow-up on training and documentation for new equipment

**Interested? Contact your SKC Account
Executive at (800) 882-7779 to learn more.**

