



# Elite Advantage

In addition to Elite support that offers:

**8X5 Priority Answer, Extended Equipment Warranty Coverage, Priority Technician Dispatch, and Preventative Maintenance**

## ELITE ADVANTAGE

### Proactive Asset Management

24X7 Proactive Monitoring Status of Room Equipment

Verification of Input Connectivity and Associated Resolutions

Tracking of Projector Bulb Hours

### Personalized Help Desk

24X7 Proactive Monitoring  
8X5 Issue Resolution

### Call Management

Case Numbers Auto Created for Ease of Tracking

### Metric Analysis

Case Reporting



#### ROOM REQUIREMENTS FOR PROACTIVE MONITORING ELIGIBILITY

- Control System**
- Site-to-Site VPN**
- Rooms on Customer's Network**
- Source Code**

Additional rooms can be quoted for addition to contract upon review.