

By tying together technology platforms backed by expert guidance and support from Astreya AV Services, we'll help you empower your workforce for maximum effectiveness and innovation.

AUDIO VISUAL



Astreya AV Services provides top-tier audio-video solutions, designed to be always accessible and offer maximum performance.

At Astreya, we go beyond just providing AV services for projects—we seek to create lasting partnerships with our customers. This means crafting solutions that view the entire life-cycle of an audio-visual system from design, implementation, and deployment all the way through maintenance and support.



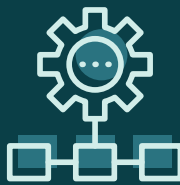
AV Managed Services

Incident management & break-fix

- Incident Response
- Basic fix or spare parts swap
- Warranty management Proactive Maintenance
- Firmware, software, and configuration upgrades of AV equipment
- Onsite Inventory/Asset Management
- Event Support (Virtual & Onsite)

End User and Event planner training

- White glove meeting rooms support the kick-off
- White glove event support activities (setup/kick-off & duration support)



AVI integration Services

System Design

- Consultation
- Modern ideas for the new workplace
- Scalable system designs
- Project Engineering
- CAD

System Integration

- In-house engineering teams
- Project planning and management
- Programming
- Test & commissioning
- Communication & open reporting
- Global Standards adherence



Global Hardware Supply

Hardware Supply

- International supplier partners
- Regional hardware pricing

Vendor Management

- International installation partners
- Strengthened ability to service contracts

Global Deployments

- Multiple-country presence reduces shipping costs and problems with customs

Astreya is part of the PSNI Alliance – bringing together local AV teams around the globe to unite for a common purpose: your success.

As an invited member of The PSNI Alliance, we are able to streamline the process of any global AV design and integration initiative. With access to hundreds of Certified Solution Providers around the globe. As a result, we partner with locally based experts who understand your needs – using their in-depth knowledge to procure local resources while we work as a team to expertly manage all logistical details for system deployment that keeps your AV infrastructure running seamlessly.



A single source of AV innovation

End-to-end Solutions

- One-stop-shop for all AV needs, from design to ongoing support
- Astreya application for room checks, problem management & real-time reporting

Global Reach

- Local resources in over 100 countries
- Ability to respond on the same day
- Over 95% resolve success rate

Centralized AV Help Desk

- Astreya automation platform can reduce up to 30% of incidents
- 24/7 support via a central AV Help Desk

Reliability

- Fix before impact & proactive support model



Services aligned with your global AV realities

AV Integration

- System design
- Room upgrades/refresh
- Project management

AV Maintenance & Break-Fix

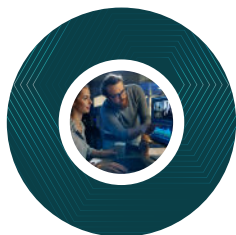
- Proactive maintenance
- Room inspections
- Incident & Problem management
- End-user training

Event Support

- Event planning
- Event management
- Event support
- Post-production

AV Help Desk

- System monitoring
- Live support
- Incident management
- Spares management



Our unique approach provides you with unique value

Problem Management Focus

- Data-based analysis
- Early detection
- Fix before impact
- Increased room availability

Customer Focus

- Global talent with industry expertise
- Training & development for customer excellence
- Collaborative approach
- Full pricing transparency

Improved End-user Experience

- Demonstrated ability to reduce incidents and increase technology up-time

IT Alignment

- ITSM/ITIL service delivery framework & best practices

Our global services deliver consistency and quality at scale.

Our globally-focused AV services bring their own specialized touch to every project. Supported by our technical knowledge and creative flair, we deliver an unforgettable AV customer experience – as evidenced by these numbers! Our mission is always to be in the right place at the right time with exactly what’s needed.

“Astreya has been one of our best IT partners to date. Astreya provides contract flexibility, scalability, and partnership. Astreya employees have a high sense of accountability and are technically astute.”

Senior Client Stakeholder
Fortune-10 Technology Product Company

100+

Countries with local support coverage

35k+

Supported AV rooms & spaces globally

250+

AV FTE resources globally

7k+

Deployed or refreshed AV rooms & spaces globally

5k+

Yearly managed events globally

10k+

Global resources through partner ecosystem

150k+

Yearly resolved tickets over 95% SLA

We are honored to support some of the world’s most recognizable and innovative organizations.*



*Fortune 10 company names available upon request.

About Astreya

Astreya, a leader in managed services for two decades, offers innovative and reliable IT solutions to the world’s most recognizable companies. Our expert team of engineers craft tailored service plans that drive operational efficiency while transforming technology into an engine for growth and innovation within your organization – because excellence is always our promise.

We’re looking forward to hearing from you. To further understand how Astreya’s Global Audio Visual solutions can work for your organization, contact us today by calling 1-800-224-1117 or email us at sales@astreya.com.

