

BLUEWATER MANAGED SERVICES

WE HIT MANAGED SERVICES OUT OF THE PARK

Bluewater offers a robust suite of Managed Service offerings to keep technology and people operating at peak efficiency.

We understand that technology is a key contributor to your day to day operations, and we offer a wide variety of support options to give you the service you need, while keeping operational costs in check. From preventative maintenance, to on site staffing, to meeting monitoring, we partner with you to provide a hassle free, cost effective solutions that allow you to focus on your core business.

LET BLUEWATER BE YOUR ALL STAR TEAM

We can handle a curve ball. Our Managed Services specialists are the experts that hundreds of our clients call on when their AV technology needs service. Many of Bluewater's technical resource pool of engineers, programmers, field technicians and help desk support personnel hold certifications from major manufacturers (Crestron, AMX, Biamp, Extron). Our team can help maximize the reliability and performance of your equipment, and keep operations running smoothly.

OUR CUSTOMER SATISFACTION HITS A HOME RUN

Our customer feedback scores (NPS) consistently rank 10 points or greater than the national average for the industry. We take great measures to provide a high level of service focused on our customers. It's the perfect blend of the right tools, people and experience that results in service that delivers to your expectation.

WE HAVE THE INDUSTRY'S MVPS BATTING FOR US

Bluewater's lineup includes :

- 22 CTS certified team members
- 2 CTS-D certified team members
- AVIXA's APEx designation for industry excellence



BLUEWATER

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LET BLUEWATER STEP UP TO THE PLATE

Bluewater Managed Services offerings are designed to protect and manage your AV Investment. We're flexible and ready to help you find the solution that best suits your business need.

SERVICE AGREEMENTS

Bluewater offers a range of service agreements that can be tailored to meet your requirements. Our Standard, Enhanced, Premium and Custom offerings are supported through our Customer Help Desk, which is staffed with trained personnel that can provide remote support and dispatch Authorized Bluewater Service Technicians when needed.

ON-SITE STAFFING

Need dedicated support? Bluewater can provide on-site technical, customer service, and maintenance support to manage your AV portfolio as an extension of your staff. Our oversight and management of these key resources increases your operational flexibility and relieves you of hiring, training, and managing staff that work outside your core business.

MAINTENANCE PLANS

Extend the life of your technology investment through regular servicing by Bluewater trained technicians. Our Preventative Maintenance service will thoroughly clean system components and ensure hardware is operating as expected. This 'peace of mind' servicing is intended to reduce unexpected downtime and service visits.

CONFERENCE & EVENT MONITORING

Don't let technology get in the way of a successful meeting. Bluewater will provide on-site or remote based personnel to ensure that your important meetings are not interrupted by a technology misfortune. We can manage all meeting scopes and sizes — from an executive board meeting to a large scale corporate event.



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