Customize Unified Care With This Optional Service

Unified Remote Management

Why Remote Management? It's all about having the confidence that your rooms will work... every time.

Unified RM is an essential tool that allows UAVS' service team to pro-actively manage the critical AV equipment in your technology spaces. Unified RM is overseeing your technology 24/7 and notifying the service center's staff via emails and/or texts when problems arise so they can take action before you have to.

Benefits of the solution include:

- Minimize downtime
- Preemptive troubleshooting
- Allow for more predictive scheduling
- Minimize disruptive onsite service visits

The service includes:

- Proactive management of room devices – Discover and resolve issues during downtimes and before meetings to avoid disruption
- Asset management – Know the room system devices on your network – Inventory MAC and IP addresses
- Service tracking – See uptime and service notes history of room system devices
- Reporting –   Regular reports showing network performance, alert and notification history, availabilities, and device reports
- Remote service – Update firmware, troubleshoot and fix, reboot, and power cycle room devices remotely without having technician on site