



Working together Everywhere:

One specialist team unified by a commitment to optimising standardisation, consistency and performance across global managed AV and UC services for enterprise organisations.

Global Services



Why Kinly Global Services?

Kinly's Global Services division (GS) has been developed specifically to address the challenges faced by enterprise clients operating multinational technology estates. Evolving in line with growing industry demand, this portfolio of services is designed to reduce operational burdens, improve performance and allow your organisation to free up the time to focus on core deliverables.

GS is operated and managed as a singular global team. Each of our specialists will only work with a minimal amount of clients at a time, ensuring they retain an in-depth knowledge of your programme and people. In addition, you will collaborate with just one design engineering team from project outline through to completion, unlike typical AV programmes which can become complicated by the involvement of several teams as work progresses.

This 360-degree enterprise-specific proposition is an unrivalled, end-to-end offering delivering a personalised service at every touchpoint, earning millions in revenue for customers worldwide.

Why Kinly?

➔ **CONSOLIDATION**
Simplify procurement and supply chain management

➔ **ASSURANCE**
Maximise uptime with expert 24-hour technical support

➔ **STANDARDISATION**
Streamline your global AV and UC technology estates

➔ **PRESENCE**
Optimise business performance with Kinly on-site teams



400 projects delivered across 37 countries in the last year



Over 300 managed on-site professionals embedded in client sites around the world



Specialised teams located across seven operational centres, spanning three continents



Services delivered in 60 countries and 757 cities with the capacity and ability to scale



Trusted technology partner to global enterprise clients in multiple verticals



Centralised regional service teams, supported and governed by Enterprise Consultants



Dedicated client support and specialist engineering teams

➔ **KNOWLEDGE**
In-depth understanding of your people, processes and technology

➔ **CONSISTENCY**
Enhance your end-user experience with a singular global SLA

What's included?

Global enterprises face complex challenges when procuring services and solutions for the collaboration needs of their workforce. Without strategic planning, organisations often end up with inconsistent outcomes resulting in mixed user experiences.

Kinly's GS division is one global team focused on delivering consistent services to enterprise-grade businesses from project inception through to delivery and BAU support.

Enterprise Consultancy



As your organisation and programme grows at pace, it can be challenging to track and manage global technology estates. Our Enterprise Consultants will support you throughout the entire process, from service design and solution specification through to project delivery and lifecycle management. We collaborate with you to understand your business goals and recommend the right solutions for your needs using a vendor-agnostic approach.

Your dedicated Enterprise Consultant will remain a key stakeholder in the evolution of your AV and UC ecosystem; supporting the management and deployment of your technology roadmap through our global partner network. Working alongside engineering and project teams, they will ensure adherence to standards while providing advice and guidance throughout to keep your programme of work on schedule and in budget.

Technical Standards Management



Managing a diverse range of technology across a multinational business while meeting technical standards is a tough task. We have the global knowledge to ensure your workflows are highly standardised across the board, wherever they are in the world.

The GS team is agile and flexible. We collaborate with your teams to assess your current standards, refine them and identify areas for improvement to create an impactful strategy for the future. Plus, as your business expands and your estate widens, we leverage over 30-years of experience and our extensive partner relationships to secure an economy of scale.

Global Programme Management



Keeping on top of projects timelines and deliverables can prove difficult when operating across multiple locations and time zones. Where required, the GS team will align a dedicated Programme Manager with your project pipeline. They will embed within your organisation, develop effective relationships with key stakeholders and be responsible for oversight across your entire programme of work. In addition, we will work continuously in the background to identify ways to improve systems and processes for optimised efficiency and consistency.

We combine global knowledge with local expertise to deliver customer success. This extends to understanding regional customs laws, local codes, building regulations, health and safety protocols, logistics and import/export procedures.

Additionally, as a GS client, you will have access to a Global Service Portal. Here, you can view important information including estate inventory, technical documentation and programme data. You can also access high level information regarding service levels and outcomes, as published in your regular management information pack.

Global Support and Maintenance



Our dedicated support team couple expert local knowledge with global presence. With specialists operating across EMEA, APAC and the Americas, we offer 24-hour follow-the-sun support throughout the working week, all year round. This is backed up by an 81 per cent remote solution rate and a premium 15-minute response time SLA, as standard. For the rare occasions where the problem cannot be fixed remotely, we'll deploy an engineer to site to get your systems up and running as soon as possible.

We are far more than just a helpdesk. Our dedicated Client Service Coordinators and Subject Matter Experts are committed to providing a personal touch to all faults and queries. The specialist dealing with your request will share all information related to faults globally to mitigate the risk of issues being repeated across regions. Our focus is on delivering long-term solutions and effective problem management, as opposed to short term fixes.

Subject Matter Experts



We know it can be frustrating when you need a problem solving quickly and the right support isn't quite there. When you partner with GS, you'll gain access to our team of Subject Matter Experts (SMEs), who are highly skilled professionals well-versed in their domain. GS SMEs are available to support at every stage of your project, from design and consultation through to troubleshooting and technical standards adherence.

Working as a bridge between project delivery and maintenance and support, our SMEs are on-hand to provide the expert knowledge that ensures faults and incidents are diagnosed and resolved quickly and wherever possible, remotely.

Client Service Managers



Working side-by-side with your key stakeholders, our Client Service Managers (CSMs) are your central contact throughout your programme's lifecycle. As well as being the focal point for client engagement, our CSMs are also responsible for managing the GS on-site teams to ensure the successful delivery of managed service contracts against agreed expectations.

GS CSMs are equipped to deal with high pressure scenarios and act as your eyes and ears for both on and off-site projects. By taking a progressive and proactive approach, our CSMs ensure our teams deliver their best for your programme. Plus, with intrinsic knowledge of your key stakeholders, maximum availability and specialist knowledge, expert support from your CSM is just a click of a button away.

Managed On-site Services



For mission-critical broadcasts and event, that cannot fail, we can send our Managed On-site Services (MOS) team anywhere you need them. Comprising producers, editors, event managers, animators, AV technicians, rich media specialists and many more, they act as an extension of your communications and events teams. We provide a friendly face on-site, ensure peace of mind that everything is working as it should be and allow you to focus on your content, agenda and attendees.

The MOS team are also available to support with the day-to-day running of your technology suite. We provide a singular point of contact and act as your trusted technology advisor, collaborating with your teams to optimise workflows and proactively address issues, before they impact your business.



Get started

If you are ready to streamline your supply chain, save costs and secure standardisation across your global enterprise services, contact your Kinly Account Manager today.

[Kinly.com](https://www.kinly.com)

