



Working together Everywhere:

Kinly's no-nonsense guide to effective
AV Support and Management

Managed Services

Working together. Everywhere

Bringing people and technology together for better productivity, wherever the work happens, is our reason for being.

And why do we do it? Because great things happen when people work together.

Your organisation is unique. So, it will require a bespoke approach to managing its AV estate and UC platforms. That's where we can help. Kinly people will offer you candid insight, real-world experience, and technical expertise to make sure your organisation has the right people and tools for the job.

Whether you are looking to outsource your entire AV support team or are hungry for data to inform your future workplace strategy, this guide gives you the critical information you need to arrive at the right outcome for your business. For today, tomorrow and the years to come.

You can read on, chat to a Kinly Account Manager or visit our Customer Experience Centre for more information...

Kinly Managed Services Credentials

8290+ Loan Items Available

6200+ Engineering Visits (2022)

1000+ UK Service Contracts

315 Onsite Technicians

30 Managed On-Site Clients



AV Magazine award winner 2022

Managed Services Portfolio

PARTNERS



INDUSTRY ACCREDITATIONS

Kinly Managed Services

Technology exists to make our lives easier, but there are times when it needs a helping hand to do so. To ensure your organisation's AV and UC estate is running efficiently - whether Kinly designed and deployed the solution or not - you'll need to have a plan in place for when things go wrong or need an update. That's where Kinly's Managed Services offering comes to the fore.

Our approach to clients' technical support is modular and bespoke. Please take a look through the information in this guide for a sense of what might work best for your workplace and then get in touch to find out more. We could fill page after page with all that's on offer, but our people definitely tell it best.

Why Kinly?



Global Capability:

From design to installation and support, every step of the journey is considered across borders to easily accommodate businesses, anywhere in the world. No one else can do what Kinly can do. Everywhere.



Proven Experience:

With 3400 years combined experience in the industry across our global workforce, you can rely on us to understand the challenges you face and deliver the best solutions to achieve your goals.



Specialist Expertise:

Our teams are accredited with all major vendors and manufacturers. Well-known financial, legal, military and government organisations rely on us to deliver to the highest security standards. You can too.



Quality Service:

Our dedicated team of service professionals ensure that each request is acted upon quickly and effectively, reducing any system downtime. They take pride in exceeding agreed service level agreements, not just meeting them.

Managed on-site Services (MoS)

Managing modern AV technologies can be a headache because responsibility often sits between traditional departments such as IT and Facilities. Bridging these functions and delivering exceptional customer experience is the primary role of the Kinly Managed on-site Service.

Our existing MoS clients, many of them within the banking, finance, and Government sectors, rely on their on-site technicians for daily AV support, meeting and event management and to spot issues and take preventative action - before a problem becomes a problem! The global scale of our MoS operation means every client benefits from our wider administrative and specialist technical teams support and the continuous growth in knowledge and expertise gained as AV technologies advance.

What's included?



Peace Of Mind:

Timely, in-person technical support for your workforce, meetings and events



Alignment:

Provides a vital link between users, internal departments and contracted teams for better communication



Efficiency:

Removes the burden of employee management including recruitment, holiday cover and training



Reassurance:

A dedicated Service Delivery Manager is responsible for your on-site team, the agreed service deliverables and exceeding client expectations



Agility:

The Managed on-site Service is flexible and scalable to meet the demands and budget of your business

Remote Managed Services

No one size fits all when it comes to remote monitoring and management systems. Your organisation's AV estate and security parameters will differ from the next clients, as will the data you are looking to collect and your daily technical support needs.

That's where Kinly's experience in this field can help. We've tried and tested the options – so you don't have to. We understand the potential pitfalls, so you can avoid making expensive mistakes. Working together we can successfully select, deploy, maintain, and utilise the right remote technology toolset to support your hardware and business.

What's included?



Product Insight:

benefit from our independent insight and experience to make the best solution choice for your business



Bespoke Solutions:

Deployments designed and planned to meet your technology and operational requirements



Reduced Down-Time:

Delivers proactive problem resolution - faults fixed before you know about them



Security Compliance:

Suitable for high-trust environments and can meet any authentication constraint



Valuable Data:

Provides valuable insights into estate health, adoption and usage to inform future workplace strategy decisions

Maintenance Services

There is no denying that despite continuous developments in their functionality, AV and UC technologies still require on-going specialist care and attention to prevent or remedy faults. And if the nature of your business means AV reliability is paramount, Maintenance Services is likely the wisest choice for your organisation.

Kinly's maintenance offering is modular in nature so it can be built around the specific elements that you require, all with the reassurance of a defined resolution process and a clear service level agreement in place. Our helpdesk team shoulder the responsibility to remedy problems, so your workforce and AV investment can continue efficiently.

What's included?



Agility:

Modular, flexible and scalable service to match customers' precise requirements



Reassurance:

Ready to respond when things go wrong – with flexible, tiered SLAs to meet your business needs



Expertise:

Supported by industry-leading specialist AV professionals



Peace of Mind:

Access to the on-line ticketing system for logging faults, our manned helpdesk, field technicians, Kinly's repair centre and loan service and our manufacturer network



Confidence:

Removes burden of fault resolution. You can rely on our helpdesk team to manage the process



Our team can help assess the goals of your business, evaluate the challenges being faced and identify the right services to meet your needs.

Speak to your Kinly Account Manager to arrange a site visit by one of our Service Architects.

We can't wait to get started!

