



Assurance

24 x 5 technical support, next day advanced replacement hardware & unlimited training



Enhanced Warranty Assurance



24x5 Helpdesk & Technical Support



Unlimited Scheduled Training Courses



Advanced Replacement Product

What's included?

Upgraded product warranty and service level agreement to include:

- Advanced replacement hardware despatched next working day
- Unlimited helpdesk tickets
- Unlimited technical support
- Free next day shipping of your replacement hardware
- Reverse logistics to collect a faulty product
- 1-2-1 webinar and remote support setting up and fault finding
- Unlimited access to attend Midwich engineer tutor lead training courses at sites across the globe or via webinar
- All parts and labour on any manufacturing defect

Enhanced warranty assurance from Mi Support

Mi Support is the technical support and service division of the Midwich Group. We offer a range of optional enhanced warranty services that can be added to your Audio Visual or Unified Communications products to get the most from your technology investment.

Our warranty assurance services are available with any brand of product and any technology on a global basis. We offer enhanced service level agreements to resolve technical issues, replace faulty products and access technical support 24 hours a day on any audio visual or unified communications products or systems.

Global footprint

Our 24/5 helpdesk is based in the UK, APAC and the USA supporting our operations in 21 countries. Our engineers are available when you need them to keep your systems working.

SIMPLIFIED, STREAMLINED RMA SERVICE

STANDARD MANUFACTURER WARRANTY



MI SUPPORT WARRANTY





enhanced warranty

helpdesk | training | support



Upgrade your products warranty to include our next working day swap out hardware if something fails with expert technical support 24 hours a day, 5 days a week.

Mi Support Assurance is an affordable enhanced warranty that provides you with 24 hour product support via phone and email with a next working day despatched replacement product in the event of a hardware failure to get your audio visual system back up and running faster. We offer service level agreements to ensure there are no delays if you have a problem on any brand of audio visual product. We hold replacement products locally to ensure you the fastest resolution time.

With a Mi Support contract you gets far more than a hardware warranty. We include unlimited access to our premium helpdesk for technical support. We aim to answer your calls in 10 seconds, respond to any support email in 20 minutes and resolve any support enquiry in 24 hours using our next day replacement product guarantee. You and your teams can also access our manufacturer accredited or product syllabus training programmes to ensure you get the most from your hardware investment.

Our engineers can support you with training and technical support on a specific product or an entire system made up of multi brands of hardware, we provide you with everything you need to get the most from your audio visual system. Mi Support assurance is designed to offer any level of service cover you need from simple warranty assurance to fully managed aftercare.

Supporting your product or your whole system

The Midwich group distributes over 500 of the leading audio visual and unified communications brands globally and a Mi Support warranty is available with all of them

Here is a small selection of the leading brands we can cover:



Add more options like Mi Workspace to your systems – offering room booking, desk and visitor management along with monitoring of your technology assets remotely

In addition to Mi Support Assurance you can also add our optional equipment monitoring and room scheduling service, Mi Workspace as a tool for your users or teams to book resources and remotely see whether the equipment in a meeting room is online or offline. For a small monthly subscription your team or our helpdesk can remotely monitor your audio visual and unified communications devices anywhere in the world to check they are online and operating correctly. You get insight into the health of your systems in real time. The platform also helps users to schedule your rooms, desks and visitors from one centralized cloud platform.

Contact us for a demonstration and discussion to tailor a support contract for your system.

More Information

Visit www.miglobalservices.com

Email misupport@midwich.com

or call the Mi Support team in your region

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