



Boost your capabilities, bandwidth and success, with expert services from Kramer

Put the unmatched knowledge and expertise of Kramer engineers to work for you. Enjoy faster, smoother and more successful installations, support and maintenance; and access new value-added services you can offer to your customers.



We are committed to your success

Kramer Customer Services are built on more than 40 years of experience in delivering audio-visual projects to education, enterprise, government and defense organizations, and others around the world. Our broad service portfolio comprises tailored services that support you through every stage, from design to installation, programming, configuration, commissioning, troubleshooting, support, and maintenance, to extended warranties and professional training. In many cases, we work side by side with your technicians, increasing your bandwidth and know-how, and assisting with onboarding new hires, enabling you to quickly scale up your business and capabilities. With every service interaction, we are committed to your success and to knowledge sharing, empowering your team with the skills they need for successful customer journeys going forward.

Our knowledge and experience. Your advantage and peace of mind.

No one knows AV like Kramer. Our Customer Services leverage unparalleled knowledge built across more than 40 years in the industry – bringing you best-in-class knowledge of the audio-visual methods to optimize the success of every installation and project. From design to deployment, and continuing through your ongoing support of customers, Kramer Customer Services can boost your success. With our vast experience in planning, implementing and supporting projects across every market segment, there is

practically no challenge you might face that we haven't already solved. Even with the most complex projects and issues, we can offer the fastest route to an assured solution, saving you time, cost and hassle. Kramer's expert engineers are located in dozens of countries, available to help you as needed. With Kramer Customers Services you can build your business with peace of mind, knowing that we are ready to support you with the right expertise, when and where you need it.





Commissioning Service

Save time and ensure smooth handover of even the most complex project, with expert setup and configuration support.

Kramer Commissioning Service provides expert, onsite help with finalizing your project. Once you have completed the physical installation at your customer's site, Kramer engineers will help you complete the setup and configuration of all the AV equipment. We will work side by side with your technicians, providing on-the-job training, bolstering your installation bandwidth and, if needed, supporting you during the installation.

With Kramer Commissioning Service, you can complete your project quickly and with a smooth process, speeding up handover to your customer. This minimizes disruption for your customer and improves their experience while reducing stress for your team. It offers your technicians an unparalleled opportunity to learn hands-on from the most-expert engineers, empowering your technicians with advanced skills that will benefit future projects.





Control Programming Service

Accelerate and optimize your project, with best-in-class programming of Kramer Control.

Kramer Control Programming Service is the fastest and most-assured way to power-up and amplify your Kramer Control capabilities. Adhering to the control and user experience requirements that you define, our expert programmers can support you in designing and configuring the control system. We will handle all the programming for the control functionality for a space or project from start to finish. As part of this, our programmers will share their knowledge with your team, boosting their Kramer Control skills and bringing them up to speed on recently released features. We will also provide remote support during installation, ensuring that any control programming issues are solved quickly. Each service is tailored to your specific needs for the individual project, according to a detailed scope of work (SOW), for maximum value to you and your customer.

Kramer Control Programming Service turns you into a control programming powerhouse, regardless of your experience. With assistance from Kramer's experts, you can unleash the full power of Kramer Control and deliver a premier control experience to your customer. Kramer's programmers are the industry-leading experts in Kramer Control, with unparalleled experience in programming the largest and most complex installations, and in training customers to make the most of Kramer Control. If your team is new to Kramer Control, if you are onboarding new staff, or even if your programmers are experienced with Kramer Control, assistance from Kramer's experts will fast-track your team members' learning. You can ensure your project stays on time and on budget even as your team builds their knowledge and skills.





Remote Services

Reduce time to resolution of issues, with the most professional remote technical support.

Kramer Remote Services provide you with expert support on software and hardware troubleshooting and issue resolution. We will work with you by phone and email to analyze all case details, evaluate the steps already taken, and then propose a comprehensive troubleshooting plan for you to perform. Depending on the complexity of the issue, we may conduct an interactive remote session to help you reach a solution. The remote services are typically offered during local business hours. Extended hours and special remote services may be available by special arrangement to provide enhanced support for a specific mission-critical project.

With Kramer Remote Services, you are never more than a phone call or email away from best-in-class customer service. By working with our knowledgeable, experienced engineers, you can close issues as quickly as possible. This can reduce the need for field visits, saving you costs and minimizing disruption to your customers. The remote service interactions provide your technicians with opportunities to learn from top AV engineers, enabling them to work more independently going forward.



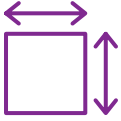
Field Services

Save time, costs and hassle in the field with expert support in-person at your customer sites.

Kramer Field Services offer you the opportunity to get expert, on-the-spot help with resolving issues at your customer sites. Our experienced field engineers will work side by side with your field staff to analyze issues that arise, assist in looking for their root cause and help in trying to solve them. In working with your technicians, we will provide on-the-job training, enriching their knowledge and skills.

With Kramer Field Services, you can supplement the bandwidth and skills of your technical team and save time and hassle when dealing with complex field issues. With our expert engineers working at your customers' site alongside your technicians, you can investigate and solve issues in the shortest-possible time, even on the first try, optimizing your customers' experience and increasing their uptime. Collaborative work with our experts provides your technicians with outstanding opportunities to learn from top AV engineers and gain new skills while on the job.





Site Audit

Win more projects, with expert help on site assessments.

Kramer Site Audit service provides you with expert, onsite assistance when evaluating prospective customers' sites prior to creating your design proposal. Our experienced engineer will work side by side with your technician at the customer's site for one full day to comprehensively audit the site. We will then provide you with a report that takes into account the full AV ecosystem, including detailed recommendations.

With Kramer Site Audit, you can dramatically increase your bid success rate, and win more complex projects by creating more winning proposals. Evaluating a site alongside a Kramer expert, provides your technicians with an unparalleled opportunity to learn hands-on from the most-expert engineers, empowering them with advanced knowledge and skills that will benefit future project proposals.



Service Contract

Optimize continuity for your customers and meet stringent SLAs, while reducing your service costs.

A Kramer Service Contract gives you access to an Advance RMA with every RMA approval – meaning that Kramer will ship the replacement part immediately, without waiting to receive the faulty one. This speeds up site recovery and improves your customer's experience. Additionally, a Service Contract entitles you to a larger discount on Commissioning Service, Field Services and Remote Services.

With a Kramer Service Contract, you will receive replacement parts in the shortest-possible time. You can confidently work under stringent SLAs that require high continuity of service for mission-critical systems, while reducing your inventory of parts. Your field service teams can close issues faster and move on to other sites, increasing your bandwidth and improving your responsiveness to customers.



About Kramer

Kramer audio-visual experiences power creativity, collaboration, and engagement. From AVSM to advanced cloud-based communication, collaboration and control solutions, Kramer creates audio-visual experiences that are more engaging, more inclusive and more connected than ever before. Headquartered in the heart of Startup Nation - Tel Aviv, Israel with locations around the world, Kramer's audio-visual experts are designing the future of engagement technology. Physical and digital boundaries have blurred. But no matter how hybrid our world becomes, our desire for real, human connection will never cease. Kramer's intuitive, seamless technology breaks down walls, bridges gaps, and makes people feel closer together even when they're far apart.



www.kramerav.com

