

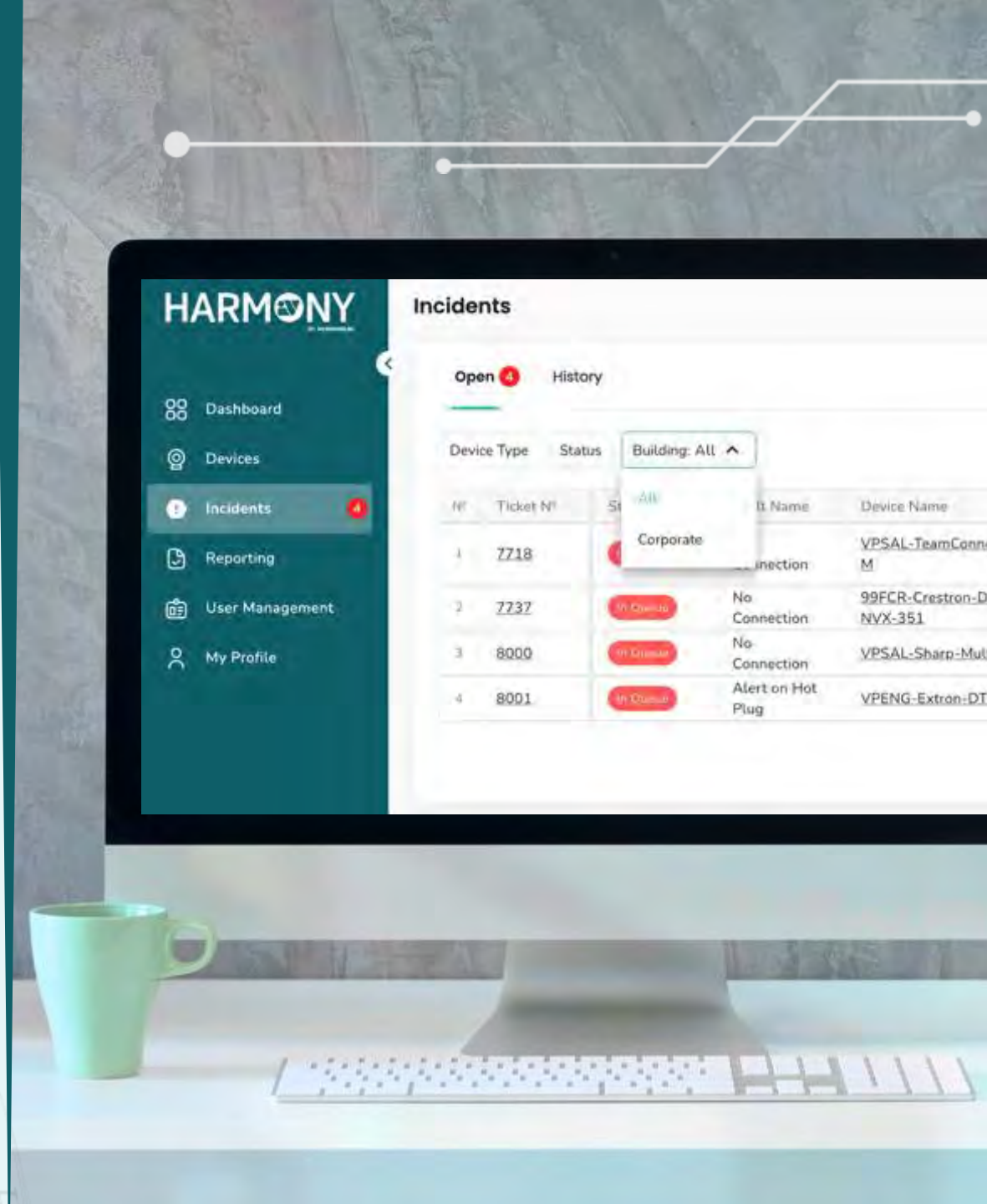
HARMONY

AN INTELLIGENT REMOTE MONITORING
SOLUTION

STAY CONNECTED AND IN CONTROL

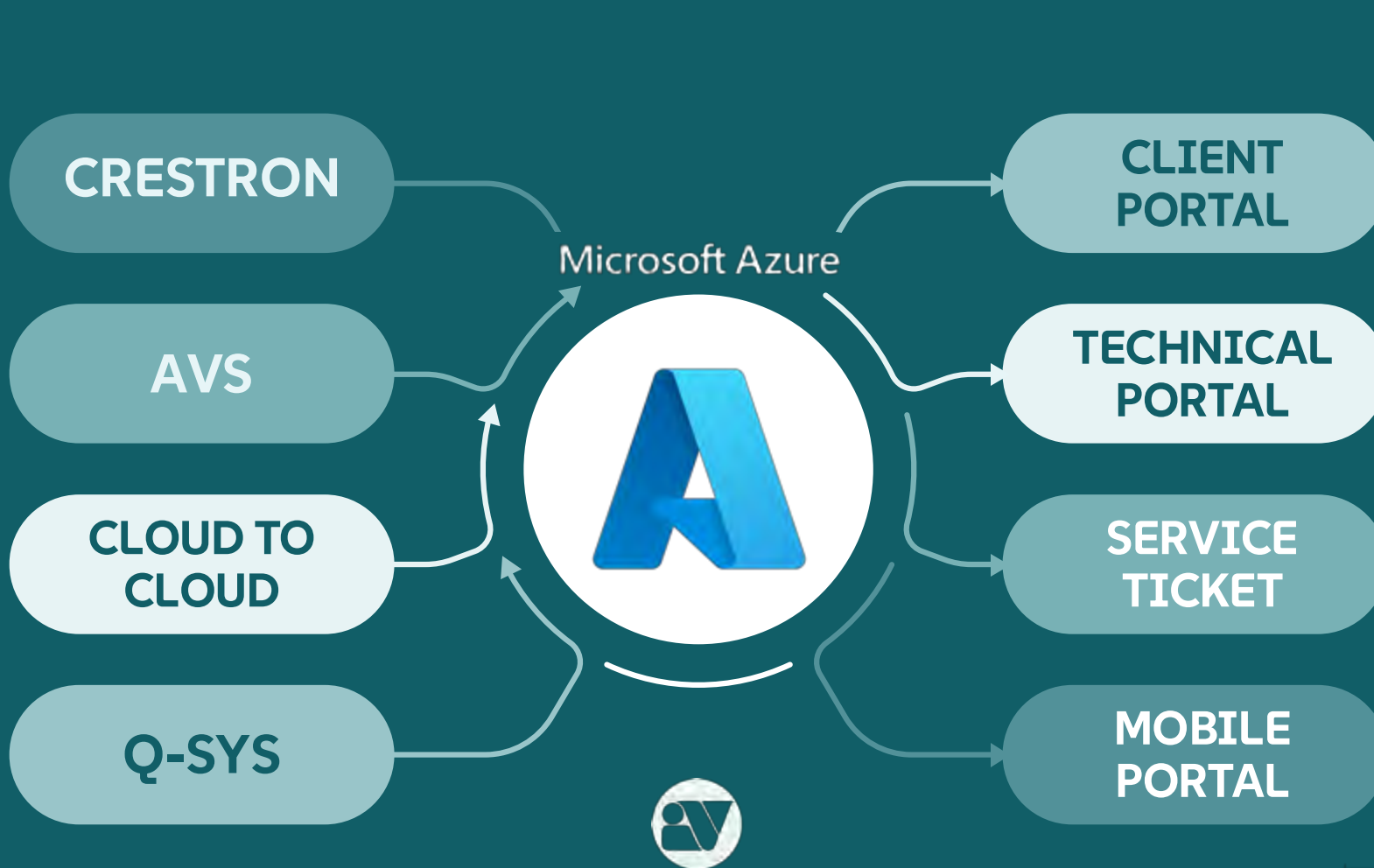
Harmony is your proactive solution to seamless operations across all technology systems

- **REAL-TIME TRACKING & DIAGNOSTICS**
- **COMPREHENSIVE COVERAGE**
- **PROACTIVE MONITORING & MAINTENANCE**
- **STREAMLINED SUPPORT**
- **USE-CASE CUSTOMIZED SOLUTIONS**



HARMONY IN ACTION

Powered by Microsoft Azure, Harmony continuously collects and processes data from your technology devices, detecting issues early to prevent downtime



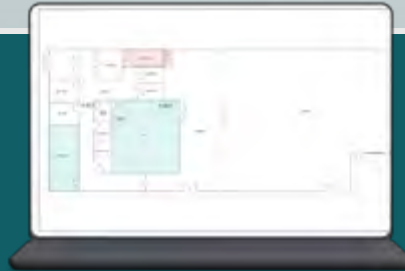
REAL TIME TRACKING & DIAGNOSTICS

Remotely manage and service meeting and collaboration spaces with complete control and confidence



Dashboard

Monitor device conditions across all locations with color-coded floor plans and room statuses.



Device Status

Get a consolidated list of devices and their current status by location.



Incident Tracking

View a complete archive of incidents and track faults across locations.



Reporting

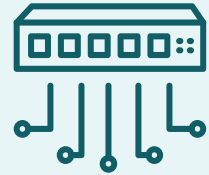
Analyze monthly incident data to track faults, resolutions, and system health.



COMPREHENSIVE COVERAGE & PERFORMANCE

Harmony ensures reliable, consistent performance across all your technology systems

Networked & Non-Networked Monitoring

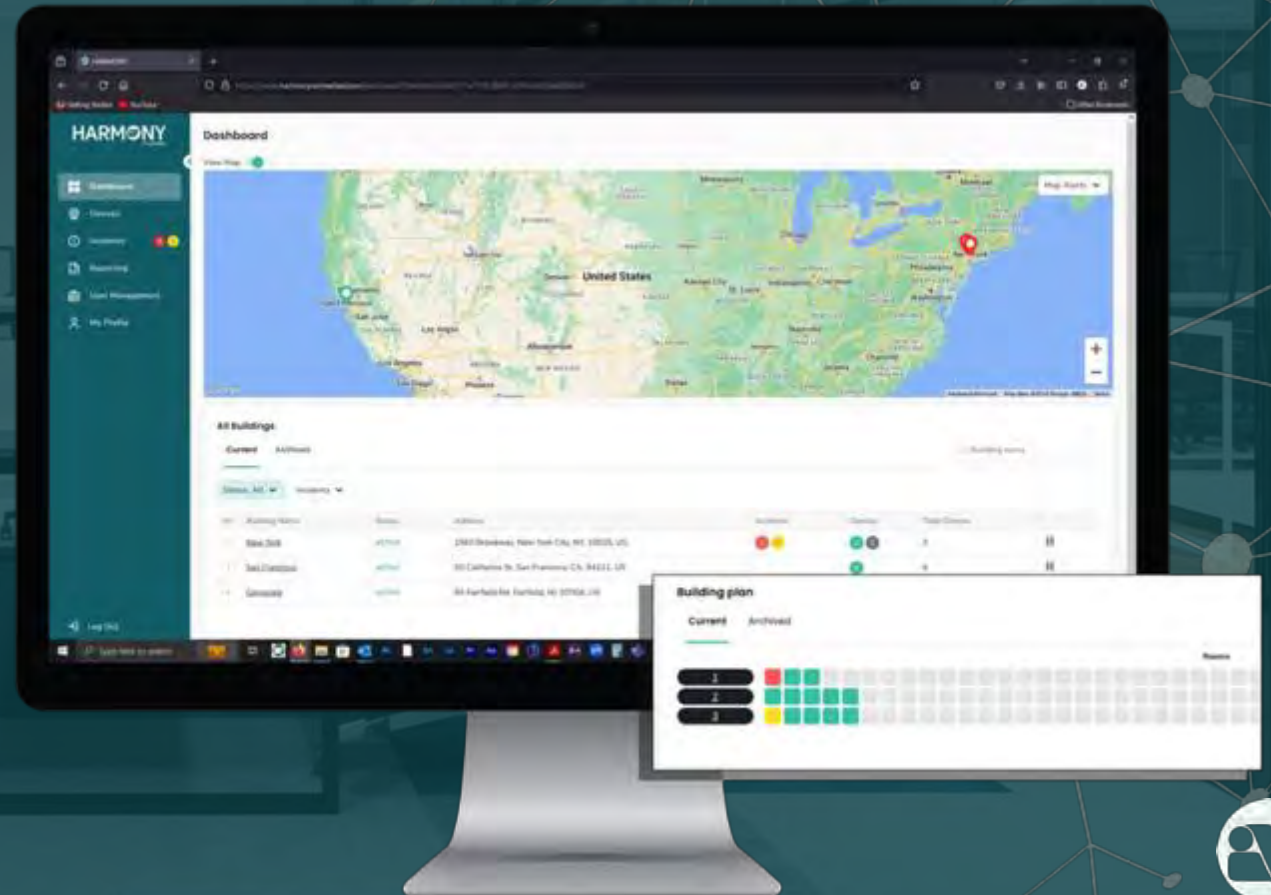


Harmony provides insights into connected and standalone technology.

Cloud-Based Solution



Deploy Harmony across any infrastructure, offering flexibility through multiple communication gateways.



PROACTIVE MONITORING & MAINTENANCE

Experience increased uptime, reduced downtime, and extend equipment lifespan



Maximize Uptime

Continuous monitoring and issue resolution keep your technology running smoothly



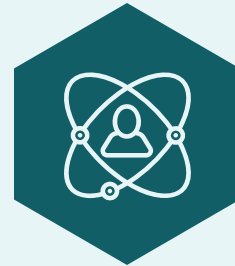
Cost Efficiency

Minimize repair costs, reduce unnecessary service visits, and save on capital replacement expenses



Real-Time Alerts

Stay informed with instant notifications on system performance and potential risks



Seamless User Experience

Avoid frustrating disruptions and ensure your team has reliable, hassle-free collaboration tools



A WHOLE PACKAGE MAINTENANCE SOLUTION

Additional advantages of our intelligent remote monitoring system

Streamlined Support

Harmony integrates with A-V Services' Care+ for a complete support solution. Our intelligent remote monitoring system resolves many issues automatically. However, when complex problems require on-site attention, the system will escalate the issue to our skilled field engineers.

Use-Case Customized Solutions

Harmony adapts to the needs of your organization. From huddle rooms to large conference centers, we tailor monitoring and support to fit your technical infrastructure.



WHY BUSINESSES ARE CHOOSING HARMONY

PROACTIVE PROBLEM SOLVING

Harmony doesn't just fix problems – it prevents them. The platform identifies potential risks, alerts our monitoring team, and resolves issues remotely. All while keeping you informed.

AUTOMATED ISSUE RESOLUTION

Harmony handles the entire troubleshooting process by detecting the problem, alerting our service team, executing remote troubleshooting, & updating you on the resolution.

ON-SITE SUPPORT

Harmony and Care+ are end-to-end services that keeps your technology running smoothly and efficiently.

GET STARTED WITH HARMONY TODAY

Harmony offers a cost-effective, proprietary solution that operates independently, with real-time diagnostics to prevent failures before they occur

ON-BOARDING

IMPLEMENTATION

COVERAGE



CONTACT

Connect with an
A-V Services
Specialist



INFORM

Gain insight into
Harmony's
seamless user
experience



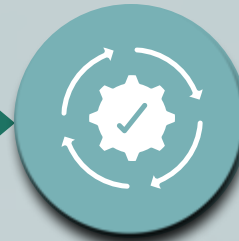
ASSESS

Run critical
diagnostics on
your current
technology
systems



IDENTIFY

Identify weak
points and
recommend
streamlined
solutions



RESOLVE

Take corrective
actions and
resolve issues
before they
happen



OPTIMIZE

Optimize system
performance to
best prevent
disruption



MONITOR

Remotely
generate detailed
activity reports
and health
checks



Experience intelligent technology management:
avservices.net



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HARMONY