



Office Space AV Break-Fix Contract

Case Study

The Brief

Sudlows were instructed to carry out a break-fix contract for a major office space leasing company to ensure the continued quality of their Audio Visual equipment and facilities across over 100 of their locations throughout the UK and Europe. The Break-fix contract was split into 3 elements:

1



Core Audio Visual

Stock Holding and remote support for the year for each location.

2



Call Out

Each site had several call outs allocated for us to attend if required under an SLA.

3



Planned Preventative Maintenance

2 PPM visits on each site for the year for Audio Visual audit check.

The Project

Core AV

The Core AV element consisted of remote support for each site on a 24/7 basis through a bespoke ticket platform website. It also covered the physical stock of equipment should anything need replacing. This consisted of:

- TV Screens ranging from 50" to 75".
- Digital Signage Screens.
- Projectors.
- Projector Screen Controllers.
- Projector Lamps.
- Solstice Pods.
- Transmitters and Receivers.
- Enplug Devices.
- Wall Plate.
- QSC Core 110F.
- QSC 8 Channel Amp.
- Biamp Tesira DSP.
- Ashley Amp.

The stock was stored in several locations across the UK and Europe allowing Sudlows to quickly distribute once they received a call out.

Call Out

A call out is required when one of the listed Core AV equipment breaks or is faulty. With a call out we were under a strict 3-day SLA (Service Level Agreement) which meant we had to ship the equipment to site and have an Engineer replace the faulty/broken equipment within that time.

Sudlows attended 88 call outs across 50 sites in the UK and 77 call outs over 68 sites across Europe.

Among the locations covered across the UK and Europe were London, Manchester, Cambridge, Birmingham, Edinburgh, Amsterdam, Stockholm, Barcelona, Berlin, Brussels, Cologne, Dublin, Frankfurt, Hamburg, Lisbon, Madrid, Milan, Munich, Oslo, Paris, Prague, and Warsaw.

PPM (Planned Preventative Maintenance)

Sudlows conducted bi-annual maintenance visits to ensure all devices were working according to their defined operational requirements and that all equipment is clean, in good working order, and in the correct location based on the asset database. During the PPM, minor repairs and replacements were conducted.

From the PPM visits, Sudlows reported all faults and arranged for repairs or replacements of the faulty equipment. To ensure organisation, a ticket was also raised through the ticket reporting system, so all reports were recorded and monitored by our Support Team.

Conclusion

Sudlows carried out a full year break-fix contract which included call outs and Planned Preventative Maintenance to ensure specific office-based equipment was maintained and replaced in good time. The break-fix contract allowed our client to continue to provide high quality office spaces throughout the EMEA region.

Testimonial

Andrew Tupman, Service Delivery Manager at Sudlows commented;

“Sudlows has been at the forefront of delivering fast and reactive services to all our clients for many years. Our work with this client will support them in delivering their excellent services to their customers in the UK and Europe.”