



VEGA



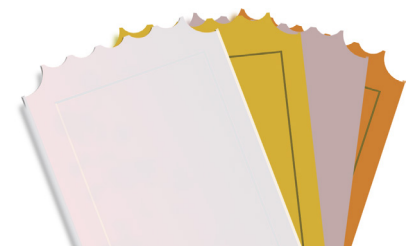
## Flexi-Ticket Support

Only pay for the Audio Visual & Video Conferencing support you actually use.

VEGA Europe has helped many organisations significantly reduce their Audiovisual and Video Conferencing Support costs using Flexi-Tickets; a flexible maintenance package.

The Flexi-Ticket option is designed as a more versatile approach, to offer the client an adhoc choice of service and only pay for engineering call-outs as and when they are required.

- If you require support, call our technical help desk or use our fault-logging web portal
- If you require an engineer to site, simply choose the service level you require and utilise one of your pre-ordered Flexi-Tickets
- Any tickets not used can be carried over to the following year
- Purchase additional tickets as and when required
- Trade-in Tickets (To upgrade or down-grade service levels)



0800 319 6094

[info@vega-global.eu](mailto:info@vega-global.eu)

[www.vega-global.eu](http://www.vega-global.eu)

Australia | China | Hong Kong | India | Indonesia | Japan | Korea |  
Macau | Malaysia | Philippines | Singapore | Taiwan | **UK & Europe** | Vietnam

# Flexi-Ticket Support Services

Flexi-Ticket Support services include:

- Technical Helpdesk - Telephone & Video
- Fault Logging Web-portal
- Remote Diagnostics & Support
- On-site Engineering (Flexi-Tickets)
- Asset Management
- Logistics Management
- Warranty and RMA Management
- Disposals
- Management Reporting
- Optional: Preventative Maintenance



## Flexi-Ticket On-site Engineering

| Bronze   | Silver   | Gold  | Platinum  |
|--|--|---|---|
| Technical Helpdesk                                       | Technical Helpdesk                                       | Technical Helpdesk                                      | Technical Helpdesk                                      |
| Video Helpdesk   | Video Helpdesk   | Video Helpdesk  | Video Helpdesk  |
| Remote Support<br>[Where applicable and available]       | Remote Support<br>[Where applicable and available]       | Remote Support<br>[Where applicable and available]      | Remote Support<br>[Where applicable and available]      |
| Flexi-Ticket On-site Engineering<br>Within <b>48 hrs</b> | Flexi-Ticket On-site Engineering<br>Within <b>24 hrs</b> | Flexi-Ticket On-site Engineering<br>Within <b>8 hrs</b> | Flexi-Ticket On-site Engineering<br>Within <b>4 hrs</b> |

Please Note: Where possible, VEGA will provide a work-around solution during equipment repairs or replacement in order to leave a working solution and mitigate down-time.

Want to find out more about our Flexi-Ticket Support Packages?

[Contact Us](#)

0800 319 6094

[info@vega-global.eu](mailto:info@vega-global.eu)

[www.vega-global.eu](http://www.vega-global.eu)

Australia | China | Hong Kong | India | Indonesia | Japan | Korea |  
Macau | Malaysia | Philippines | Singapore | Taiwan | **UK & Europe** | Vietnam