

A young child with brown hair, wearing a white long-sleeved shirt, is lying on their back in a lush green field filled with white daisies. The child is looking up towards a bright blue sky with scattered white clouds. The overall scene is peaceful and natural.

audio visual communication and video conferencing systems **support**

rutledge
care

delivering **certainty** everyday



With our four levels of Rutledge Care, it couldn't be easier to match your needs with the right level of system support. Call our Care Team today to discuss your organisation's requirements on 1800 788 533.

Why Rutledge?

Established in 1979, we are Australia's premier provider of audio visual systems and related support services. We have a national presence and employ over 250 staff in offices across Australia. Our size and reach provides us with substantial horsepower to ensure that we can respond quickly and effectively to your needs.

We listen to our customers and deliver support solutions that maximise value for money. We are proud of our history and capability and pride ourselves on exceeding the expectations of our customers. You can be assured that your system will be well managed by people who care about you.

We are a learning organisation with a passion for emerging technology. Our staff are qualified, highly trained and we invest in their ongoing development. Our support capabilities are backed by a company that lives and breathes the concept of Engineering Excellence. We have engineers that can design the most complex of systems or provide guidance to ensure that basic systems are fit for purpose and right for your business.

Rutledge Care – Our industry leading service maintenance and support agreement - delivering certainty every day.

Your investment in technology is our team's priority. Our Care Team is part of an integrated solution to provide the right level of support to every customer on every project on any scale for every technology. With our four levels of Rutledge Care, it couldn't be easier to match your needs with the right level of system support. Call our Care Team today to discuss your organisation's requirements.

Energy management and sustainability

Energy management and sustainability are fast becoming operational objectives for many organisations. Our support and maintenance services lead the way in ensuring the maximum benefits of carbon neutral operability are realised and maintained where possible. We have vast experience in providing audio visual designs and installations for 6 Star Green Rated Buildings nationwide. If your organisation is ready to take the next step in energy management ask our Care Team about the options and systems available to meet your sustainability objectives.

Rutledge Care Package Options

Level of Care	rutledge care	rutledge care plus	rutledge care premium	rutledge care resident
Technical Helpdesk Support (Rutledge Assist)	✓	✓	✓	✓
Onsite Attendance For System Faults	Discounted Rates	Unlimited*	Unlimited*	Unlimited*
Onsite Response Time	Next Day	Same Day	Same Day	Immediate
Event Support & Training	Discounted Rates	Discounted Rates	Discounted Rates	Unlimited*
Access to Professional Services	Discounted Rates	Discounted Rates	Discounted Rates	Discounted Rates
Access to Authorised Repairers	✓	✓	✓	✓
Access to Loan Stock		✓	✓	✓
Monthly Reporting		✓	✓	✓
Remote System Access		✓	✓	N/A
Preventative Maintenance		Biannually	Quarterly	Unlimited
General Consumables (value up to \$500)			✓	✓
24/7 Emergency Response**			✓	✓

* During normal business hours, defined as Monday to Friday between 8:00am and 5:30pm (excluding Public Holidays).
 ** Includes 24/7 Mobile phone service. Onsite attendance is charged at a discounted out of hours rate

Additional Care Products and Services

We understand that every organisation has specific needs and that is why in addition to our Care Packages, we also offer the following products and services that can be purchased separately to complement your Care Package:

- Video Conference Hardware/ Software Support
- Specified Consumables
- Hardware Extended Warranty
- Spare Parts/ Spare Equipment

Rutledge Care Teams are available on standby across Australia, contact us today for the right level of system support for your organisation.

phone 1800 788 533 email care@rutledge.com.au

www.rutledge.com.au





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