aap³

IT SERVICES

INCREASE COMMUNICATION.
REDUCE COSTS.
GO GLOBAL.

**THE SMART WAY TO DEPLOY
UNIFIED COMMUNICATIONS**

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REDUCE COSTS.
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EFFECTIVE COMMUNICATIONS THE AAP3 AV WAY

aap3 is changing the role of enterprise communication and collaboration through the supply, installation and maintenance of audio visual and video conference technology for Businesses.

We have been supporting Channel partners across Europe with tailored IT solutions in the fields of audio visual, video conferencing, managed IT support and network management services since 1997.

For more than 10 years, we have supported OEMs directly, with specialist expertise in project coordination, project management, and installation and break fix services.

Harness the power of visual communication regardless of your location to transform the way you do business with aap3 AV.

## BE FLEXIBLE. IT'S THE WAY FORWARD.

Collaboration tools for business allow you and your team to enjoy flexible working; promoting a healthy work-life balance and paving the way for an engaged workforce. Get more from your day by cutting the commute and most importantly move business forward at a faster pace by connecting teams and encouraging collaboration.

BARCO   CISCO   CRESTRON   Extron

ABOUT US
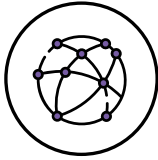
GLOBAL REACH

Substantial global operational capability with offices in Southampton, UK. Monchengladbach, Germany and North Carolina, East Coast USA.
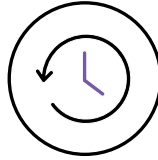
EXPERIENCE

Our expert engineers have over two decades of experience installing, maintaining and managing audio visual systems across the UK & EMEA.

ACCREDITATIONS

Committed to quality management, environmental management and security standards, aap3 continually monitor and manage operations within its awarded accreditations: ISO 9001:2008, ISO 14001:2004 and ISO/IEC 2700:2013.

Southampton, HQ
Group HQ &
European Operations

Cary NC
US HQ &
East Coast Operations

Monchengladbach Germany
German HQ

BY PERFORMING AN ASSESSMENT OF YOUR ENVIRONMENT AND BUSINESS, WE CAN HELP YOU TO TAILOR AND DEPLOY THE BEST COLLABORATION TOOLS FOR YOUR REQUIREMENTS.

"We have spoken to the customer and have had a Teams call on the VC room set up – They are impressed with the kits functionality and the tidiness of both rooms – thank you for your teams efforts in ensuring everything was completed to this standard. If we have any other customer who ask us for this type of set up we'll be in touch."
– Logitech install, Fareham, UK

"Thank you all so much! Well done and a great job! Very neat and clean installation in the room, Excellent support from the team." **– Poly install, Bratislava, Slovakia**

"Really happy with what I saw, the team has excellent customer skills and communications, I have passed this feedback on and look forward to working with you again."
– Poly & Logitech installs, Istanbul & Izmir, Turkey

KRAMER   logitech   T   MOXA

AAP3 APPROACH TO AUDIO VISUAL

STEP 1

CONSULT

By understanding the environment and business, aap3 can help ensure that the tailored solution is fit for purpose and fully meets the needs of your customers. Collaboration works both ways.

Services:
- Pre-Sales
- Site Surveys

STEP 2

DEMO

aap3 can provide the opportunity to carry out proof-of-concept demonstrations of the proposed solutions, to provide a better understanding of the technology benefits and the full potential of a partnership with.

Services:
- Visit to Centre of Excellence / Experience Centre to demo full solution and its capabilities to the end user

STEP 3

PROPOSE

aap3 can propose the ideal solution for your business' needs. Undertaking site surveys and using our in-depth knowledge we can find the ideal solutions and services to fit the customer's needs.

Services:
- Solution Design
- Project Co-Ordination / Project Kick-off

STEP 4

ADOPT

Our experienced team of engineers and project coordinators can help deliver a seamless implementation of the required solution. From project planning to professional installation including system configuration and commissioning through to end user training.

Services:
- Project Co-Ordination
  - Project Start Up & Initiation
  - Pre-Install Checklist Support
  - Logistics
  - Confirmation of kit
  - Confirmation of room readiness
  - Scheduling of installation
- Installation of proposed solution
  - First & Second Fix
  - System Installation
  - Configuration and Commissioning
  - User and Admin training
  - Signed Installation Acceptance Form (IAF)
  - Project Close Out

Optimal Audio

poly

SHURE

zoom

STEP
5

SUPPORT

aap3 are able to provide both pro-active and re-active support. All we ask is the hardware is under a support contract – we can do the rest to make sure the end user is receiving the best possible experience from their solution.

Services:

- Follow up Care
- Pro-active maintenance to apply patches and upgrades
- Re-active (Break-Fix) Services on a NBD SLA
- Continuous Process Improvement
- Admin training can also be provided so that multiple systems can be managed efficiently, including how to implement firmware upgrades, remotely configure settings and integrate systems in a Microsoft Office environment
- End user training – We make sure that clients are comfortable with the functionality and booking of the systems to minimise any potential issues and provide a smooth user experience

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COLLABORATIVE WORKING

POLY CASE STUDY

aap3 have been working in partnership with Poly (formerly Polycom) since 2012. Initially, the service was Field Engineer based, providing a team to install the Polycom VC units across EMEA. Through this partnership, it became apparent that there was an efficiency issue in the process from order being placed to system being deployed.

aap3 worked in collaboration with Poly to fully understand the process and through this aap3 implemented Global Account Project Managers (PM) as well as an administrative support team & co-ordination to help deal with the high demand for Poly solutions.

The aap3 Project Managers delivered a range of Polycom projects working globally with their top tier clients. Projects covered End Point Installations, Infrastructure Implementation, Unified Communications Coverage (UCC), Custom Professional and Immersive telepresence (ITP) projects and much more.

To ensure Polycom received the best possible service, aap3 also implemented the following steps;

- Rapid deployment: Resources were quickly deployed into Polycom and were able to have an immediate impact.

- Scalability: As more resources were required, aap3 were able to meet the demand utilising the well-established pool of PM resources.

- Pipeline Management: aap3 applied an optimised process, criteria and relating metric required to maximise our team's potential to meet agreed SLA's. Focusing on project value, turnaround time and number of concurrent projects required at any one time.

WANT TO FIND OUT MORE?

If you have any questions, or are ready to collaborate, please speak to one of our aap3 UC team who will be happy to help. For all enquiries:

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ABOUT US

We enable businesses by providing solutions for all your IT requirements; from managing your network and computing infrastructure, providing blended support models. We have nearly two decades of experience working with a vast range of customers, from international enterprises such as Cisco, IBM and AT&T, through to SMEs and a number of local businesses in the areas where we have operations.