YOUR EXPERIENCE MATTERS MOST

AV Solutions That Match Your Needs
Strategists have both the training and hands-on expertise to create a solution that not only meets, but exceeds, your requirements. Then, our implementation team executes meticulously and efficiently so you get the room you want, when you need it. And, at the end, you’ll get access to outstanding technical support “day 2” and beyond to keep your business humming.

But, that’s not all. Our diligence also makes us better. We analyzed every step of a project and studied how to improve it. Then, we applied our in-house technical expertise to innovate new systems and services. For example, to improve “information flow” during implementation, we custom-built our own project management tool, and to provide real-time remedial support and repair, we developed a video-enabled help desk application. At IVCi, we’re experts at finding new ways to use advanced technologies to improve your experience.

With offices throughout the US and a network of installation partners around the globe, we have a proven track record implementing collaboration solutions and supporting customers in over 80 countries. Thousands of companies have improved their bottom lines with our solutions. Let us design one that works for you.

Why IVCi?

It’s our people, our service, and our process. That’s what makes us shine. For over 20 years we’ve been delivering audio visual solutions with superior design, implementation, and support. Our industry certified Collaboration Strategists have both the training and hands-on expertise to create a solution that not only meets, but exceeds, your requirements. Then, our implementation team executes meticulously and efficiently so you get the room you want, when you need it. And, at the end, you’ll get access to outstanding technical support “day 2” and beyond to keep your business humming.

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You know your business. IVCi knows collaboration. Together, we’ll design a space that satisfies your requirements. We start by listening to you. What are your business challenges, how does your organization work, and what are your collaboration needs? Using IVCi SITE SURVEY, every critical detail is recorded. Then, our Design Engineers create a solution from the ground up or integrate new technology and functionality into your current system. If they are redesigning an older room, they will make remedial recommendations to refresh the space and bring it up-to-date with new standards.

During this step, they may use IVCi 3D MODELING to help you make decisions based on a visual representation of the space. Measure twice, cut once is our motto. Getting the design right before construction is the best way to avoid costly mistakes. After completing the design, a detailed quote is generated and once the project becomes an order, the Project Manager assigned to the implementation schedules a kickoff meeting.

For complicated collaboration solutions with many different applications, networks, and devices, IVCi calls in the experts. Our Collaboration Strategists understand the technical demands of incorporating video, chat, voice, mobile capabilities, and shared content. They build a roadmap for both the short- and long-term plans of your collaboration solution. By performing ROI calculations, they highlight the business value of our proposed program. They prove its value and show how it can adapt to future demands. By mapping out a comprehensive set of rooms that can be replicated across your entire organization, they develop corporate-wide standards to solve your business requirements.
IVCi knows our responsibilities don’t end after installation. That is why we provide access to technical support “day 2” and beyond. We offer unlimited 24/7 Help Desk Support and AV Managed Care On-Site. With guaranteed one-hour telephone response time, a video test to identify the problem before ordering parts, and next day service (if the call is received prior to 2:00 PM EST), you’ll get the instant care you need to keep your business going.

IVCi is an expert at finding new ways of using advanced technology to improve our service. With LIVE VIDEO ASSIST (LVA), a video-enabled help desk application, you can have virtual support for your AV rooms by pressing a single button from an App on your mobile device. Available to IVCi Managed Care Maintenance customers, LVA enables you to demonstrate your technical issue in real-time and, in many cases, receive on-the-spot remedial support and repair. Now, that’s innovation!
control system is the backbone of your collaboration room. It can make or break your collaboration experience. That is why IVCi invested heavily in developing our Control System Platform (CSP). This user-friendly interface provides preset controls for different modes so it’s easy to use the room. Our expertly trained programmers are certified on all major control platforms and can design an interface to meet your exact needs and specifications.

AV Partners

It’s all about relationships. At IVCi, we have premier partnerships with leading industry manufacturers. Our integration experts handpick the best equipment for your business. Whether it’s a huddle room, an AV enabled meeting room, or an auditorium, we strategically select the best technology for your needs and budget.

Certifications

Our trusted Design Engineers and Collaboration Strategists are capable of meeting the complex challenges of your implementation. With years of applied experience backed by leading technical certifications, they are subject matter experts with diverse backgrounds, so that regardless of your industry, you’ll be coupled with one that has the expertise needed for your specific application.

They are industry scholars in relentless pursuit of the most relevant skills, and they have a diverse and extensive list of industry certifications—from InfoComm Certified Technology Specialist—Design (CTS-D) to USGBC LEED Green Associate and numerous other manufacturer certifications.

Let IVCi help you design the right solution for you. To learn more, visit us online at www.ivci.com or call us at 1-800-224-7083.