

Customer Support & Professional Services

Our network of skilled service engineers and delivery infrastructure can help you deploy and maintain conference technology products and systems from Brähler.



Trusted Support & Expertise



Comprehensive support through

Service Agreements

At Brahler we know that uptime is crucial to your business. Our flexible Service Agreements are designed to maintain the performance of your systems through access to Brahler Engineers and our support resources.



Support Packages:

- **Basic Support**
Access to telephone support, engineer call outs, agreed service rates, annual service visit
- **Advanced Support**
Extended support up to 24/7
- **Brahler Connect™**
Live Remote support via internet/3G connection.

Our customer focused service team are available around the clock to rapidly diagnose and resolve technical problems as well as proactively plan for future support in order to reduce your long-term maintenance costs.

Support Agreements

While new Brahler products are backed by our standard warranty we also offer a selection of service level agreements (SLAs) that provide additional features designed to help you increase operational efficiencies and reduce downtime. Our SLAs are the ideal way to keep your systems up to date with the latest software releases and to help simplify your overall maintenance planning.

Additional Support Features

Brahler can work with you to provide customised features such as Remote problem diagnosis, preventative maintenance, software migration, training plans, on-site critical spares kits, third party product support. These and other features enable us to create a support agreement to meet your specific requirements.

Dedicated Account Manager

For our larger more complex agreements we offer a dedicated account manager who will serve as your single point of contact to facilitate the delivery of services to you. Your account manager becomes your advocate by ensuring the availability of resources against target response times, coordinating planned maintenance activities, escalating critical cases inside Brahler for faster resolution, and actively communicating status on all open issues.

Optimize your investment with

Support Services

Brähler's world class technical and logistical expertise comes from our vast experience of maintaining hundreds of discussion and interpretation system installations for many of the worlds leading conferencing and event venues as well as numerous meeting and conferencing facilities in the private and public sectors. Our portfolio of support offerings leverages this expertise to assist you throughout the service life cycle.

Product Commissioning Visit

Our field service engineer will travel to your site to ensure that your products have been correctly installed, configured and connected to your network. Our system check also includes verification of cabling, software and firmware versions, network configuration in collaboration with your IT staff and a final product overview which can help you with upgrading and expanding your existing systems.

Technical Telephone Support

Experienced Technical support engineers are available via phone to answer your product questions and solve technical problems during normal business hours. Support for critical system problems is available 24 hours. Upon receiving your call it will be logged in our call management system and we will work with you to identify the root cause of the problem.

Product Repair and Replacement

If your product or system experiences a hardware failure you can take advantage of Brähler's repair and replacement service. Repairs are carried out at our factory location and in most cases offer an economical way to remedy a product failure. When a faster solution is required you may be able to purchase or rent a part from our warehouse. For an even faster turnaround you may also purchase a spares kit for standby access to common replacement modules.

On-site Technical Support

If we cannot resolve your technical problem through telephone support Brähler field service engineers are available to travel to your site. While on site the engineer will diagnose the problem, implement a temporary workaround where appropriate, and identify the steps needed for a final resolution. Our engineers are also available to install replacement parts and perform scheduled and preventative maintenance.



Remote Access and Monitoring

Providing an internet connection is available we are able to connect to your digital conference systems using our remote desktop service – Brahler Connect. It may be possible to resolve some technical problems this way avoiding sending an engineer to site and providing you with a faster resolution. With remote monitoring we are able to keep a watch over your system and proactively diagnose problems before they cause service outages.

Extended product support

At Brahler we are able to continue to support end-of-production products for periods of up to 20 years. This service may vary due to the nature of the fault and the availability of replacement parts.

Key Support Services:

- **Product Repair and Replacement**
Flexible options to quickly resolve hardware failure
- **Remote Access and Monitoring**
Some problems can be resolved over a remote support connection eliminating the need to request an engineer to site.
- **Extended Product Support**
Products supported for up to 20 years

Improve your technical knowledge with

Flexible Training Programs

Enhance your knowledge of our Products with flexible training to suit your specific requirements. Our training programmes are both fun and intuitive and provide you with the skills you need to operate your systems efficiently and with confidence.

On-Site Training

Save on Travel Costs. Our training engineers can come to your location and deliver product training at your facility.

Flexible Training Courses

When your team requires unique operations or maintenance training our engineers are available to work with you to create a custom program to meet your specific requirements.

Factory Courses

Learn more about the operation and programming of some of our more complex systems by attending a training program at our factory location.



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