



SUPPORT & MONITORING

In Our Experience: what's possible & effective

We exist to enable people to have a better experience with technology, whether they be our customers, architects or designers. We put great care into the way we communicate and each relationship we make we create for the long term. Our installation during the building project is only the start of our work: we look to support that household for years thereafter because we believe that by enabling people to have a good experience with technology they will be willing to adopt more of it.

Of course technology can be frustrating: it is inherently complicated and sometimes unstable. Almost all of today's household systems contain computers which can crash, 'freeze' or cease to communicate properly. The fact of life is that this will happen whether one has a support relationship with a team of experts or not. Our service will provide a pro-active monitoring programme and a team of clear-speaking support engineers to help with any of these issues. Through our 'digital gardening' we can keep your systems running smoothly and efficiently.

Some Fundamentals:

- **Face to Face:** in the past, unscrupulous suppliers of technology have used the complex nature of their products to cloak their own commercial aims and to sell products to customers which they don't need or in configurations that aren't right. We are called "Face to Face" Digital because we must be able to stand in front of you and justify every product we recommend as being driven by suitability and not commercial return.
- **Price Deflation:** the benefit of today's vastly cheaper technology is that our customers can accept a faster upgrade cycle. If you paid relatively little for a TV, for instance, then it will be more attractive to upgrade for the better features in newer sets in 3 years' time. In giving the right support we can help to identify when there is a compelling reason to upgrade and when it is just marketing hype that should be ignored.
- **Familiarisation:** a pernicious effect of modern technology marketing is the proliferation of 'features' that exist only to try to differentiate products from their competition rather than be truly beneficial for the buyer. However, it is the case that many useful functions of modern equipment go unnoticed after purchase because the consumer is not aware of them. We offer training and familiarisation both after system-install and as needed in the future so that our customers can get the most out of their investments. This extends to one-on-one tuition with all members of the household who may be of use in keeping the system operating properly and at its maximum potential.
- **Room for Growth:** the key to using a specialist for all household systems and involving them in the earliest design phase is that we can create a foundation for easy & cost effective future growth. As clients become aware of the advantages of future technologies, they need a trustworthy support service to ask about it and to implement it for them if needed.

Things to bear in mind when evaluating this technology

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| <ul style="list-style-type: none"> • Trust is vital in recommending technology: brand independence & a complete overview of the market are necessary • You should be assured of a speedy response to your queries • Maximising the potential of your existing investment is important especially as free software | <ul style="list-style-type: none"> updates may have added functionality • All computers will 'fall-over' from time to time so having some support resource is vital • Are the systems you rely on working effectively? When did you last check your back-ups or CCTV recordings? |
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