



Hypercare

Powered by OfficePro, Inc.

Did you know that 25% of AV projects fail completely, and another 20-30% fail to deliver the needed ROI?

What is Hypercare and what can it do for you?

Hypercare in the AV & technology industry refers to the practice of providing hyper-specific attention and support to a product or system during initial implementation, launch, or upgrade phases.

Minimizes Downtime

By providing the extra attention and support you may need, hypercare can help prevent system downtime that can result in lost productivity or revenue.

Faster Issue Resolution

This ensures rapid identification and resolution of any issues. This minimizes delays and disruptions - saving your business time, resources and unnecessary frustration.

Dedicated, Specific Training

As technicians work to resolve issues, they train users how to troubleshoot common issues, keeping the system running smoothly continually.

Increased End-User Adoption

By providing comprehensive support during the initial implementation and launch phase, hypercare can increase user adoption and help ensure the system is fully utilized.

Improved User Experience

Ensures that users have ongoing access to the resources and support they need to use the system effectively, which can improve their overall experience and satisfaction with the system.

Enhanced System Performance

Hypercare can help identify and address any performance and reliability issues, both in the short & long term.

OfficePro's Hypercare service provides highly trained technicians and experts that are dedicated, on-site technical support during any initial launch, major upgrade or update of a new AV technology solution, enabling a disaster-free go-live when stakes are high.

OfficePro has been training, recruiting, and staffing AV specialists for nearly 40 years. To speak to a staffing specialist, visit <http://officeproinc.com/contact-us>



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