Maverick AV Solutions
Services for Microsoft Teams devices

Contents

What's on offer?

The services on offer from Maverick are designed to assist your client getting their Microsoft Teams Rooms (MTR) device up and running. They range from; site surveys, placement and assembly, network integration, deployment, product awareness training, user instruction, and solution maintenance. They are high quality collaboration services that have been specifically designed for MTR device deployments and are delivered by experts in both MTR and service delivery. They are devised to ensure that your clients enjoy a seamless integration experience and thereafter a problem and stress-free user journey. Our knowledgeable engineers will work with and instruct relevant personnel, whilst overseeing the integration and device management with both on-site and remote integration and maintenance options available.

Depending on the service selected, it is possible to customise the content of the service supplied so as to best support the requirements of your client. If this brochure doesn't list a service suitable for your client, please enquire with your Maverick team and we will be able to provide you with a bespoke quote.

Channel Partner Benefits

These services are available to purchase through Maverick AV Solutions in the following countries:

Austria	Belgium	Czech Republic	Denmark	Finland	France
Germany	Ireland	Italy	Norway	Netherlands	Poland
Portugal	Spain	Sweden	Switzerland	UK	

Acting as your service partner, Maverick understands the need to deliver high quality, consistent services, irrespective of location or complexity. There is also a growing demand for Pan-European deployments, which can be managed through these services.

On-site readiness surveys

Maverick offers clients peace of mind about their collaboration technology installation with an on-site readiness survey prior to them purchasing Microsoft Teams Rooms (MTR) compatible hardware for their meeting room collaboration spaces.

The readiness survey includes:

- survey of access routes to the proposed installation room
- survey of network availability
- confirmation of the network environment suitability
- survey of room environment compatibility
- in the case of a wall-mounted installation, confirmation if the wall is suitable for the display size and weight
- identification of risks or issues to be addressed prior to installation
- preparation and submission of a site report, including photos, within three business days after the visit.

Booking of the on-site survey date is in the client's local language via a telephone call or email, and scheduled for a date and time suitable for the client. Pricing is available for one and/or multiple rooms, and by region UK&I and Europe.

Pricing and ordering codes

UK & Ireland

SKU	Part number	Service description	MSRP
5252832	VC-UK-SSSR	Site readiness survey 1 x room	519 GBP
5252833	VC-UK-SSMR	Site readiness survey 2-4 x rooms	1149 GBP

Europe

SKU	Part number	Service description	MSRP
5252834	VC-EU-SSSR	Site readiness survey 1 x room	699 EUR
5252835	VC-EU-SSMR	Site readiness survey 2-4 x rooms	1499 EUR

Remote network assessment

An alternative to the on-site readiness survey is the remote network assessment. Rather than surveying the suitability of the meeting room for an MTR installation, this remote assessment focusses on the readiness of the client's network.

A dedicated service engineer will help your client to unlock the full potential of MTR with a health review to determine the overall readiness of their IT environment against Microsoft recommended best practices.

During the assessment, the engineer will discuss the pre-requisites and planning considerations needed to deploy MTR in the client's environment. The engineer will guide the client through the following assessments:

- Conference room setup and Microsoft Teams Room Use Cases
- Microsoft licensing
- Network requirements
- Active Directory and Exchange requirements
- MTR requirements
- Peripheral options for MTR devices
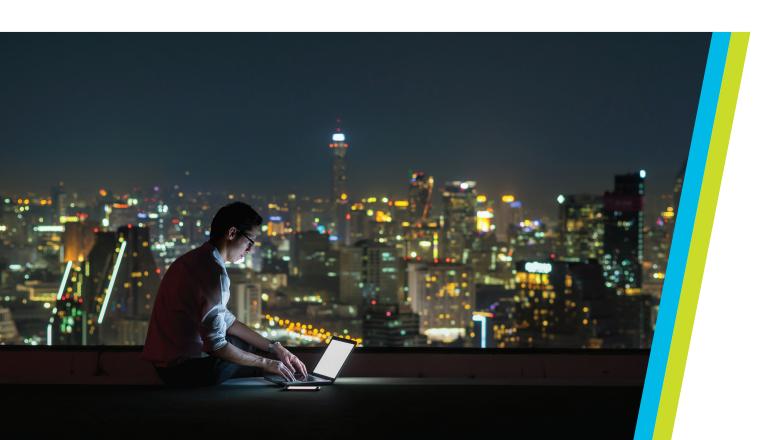- MTR deployment prerequisites and considerations

Booking of the assessment is in the client's local language via a telephone call or email.

Pricing and ordering codes

UK & Ireland

SKU	Part number	Service description	MSRP
4753920	OCSfLS-Assess-S	Remote assessment for MTR	799 GBP

Europe

SKU	Part number	Service description	MSRP
4753920	OCSfLS-Assess-S	Remote assessment for MTR	899 EUR

On-site Collaboration Day

A full day's (8 hours) worth of any on-site services for MTR or MTR compatible hardware; the client can customise the day to their requirements. The client has the choice of a number of service options, which include but are not limited to

- adoption/training
- installation
- integration
- deployment
- troubleshooting
- technical support
- maintenance

The client confirms their selection during preparatory calls with the engineer and prior to the engineer attending. Where the client is willing to co-ordinate with the engineer and can provide a full and complete picture of their network environment in advance of the site visit, the engineer may be able to prepare some of the technical integration and deployment related tasks remotely, thereby maximising the time available to the client on the day of the site visit.

Prior to the site visit, the client is required to confirm to the engineer that the room is prepared and available, necessary accounts are configured and tested, they must provide access to create and configure any other accounts, and be willing to provide access to the backend infrastructure of Exchange/S4B/MTR/MDM/OMS. All work will be carried out within regular business hours.

Installation, integration & deployment

Suitable for on-premise, hybrid, or cloud environments, the installation, integration and deployment services for MTR compatible devices(s), include the following per MTR device:

- Physical installation of MTR device.
- Creation and verification of a device (resource) account including key accounts needed to enable core functionality of MTR.
- Completion of the Out of Box Experience (OoBE) and initial setup program that enables network, device account, and device admin (as needed)
- Configure the MTR device within the client's IT infrastructure.
- Provide the client with a private OS installation or custom imaging support and configuration (as requested).
- Integrate the MTR device within the client's environment and asset management capabilities.
- Verify and optimize the MTR device within the client's infrastructure to support audio, video and content sharing capabilities.
- Full deployment documentation is provided to the client upon completion.
- Create and keep on file a detailed guide and best practices document specific to the client's environment to aid future deployments within that environment.
- Fix any installation, integration or deployment issues or problems (not resulting from product defects) within two business days after being notified by the client, which arises within thirty days of completion of the deployment service.

Adoption/training

Training for MTR devices can be delivered towards end-users or IT Professionals. Options for training sessions are suggested, yet all content is fully customisable to the client's requirements – for example, multiple sessions may be combined to create a custom agenda. Attendees may attend in person or remotely, and the session may be recorded, too, and so used later by the client as a training resource for new staff.

Training options:

Art of the possible & collaboration	Teams Awareness Event	MS Teams – Modern Workplace	Power of the Team	New User	Help Desk	Power User
Intro level	Intro level	Level 100	Level 100	Level 100	Level 200-300	Level 200-300
30 minutes	Drop in (on-site only)	1 hour	1 hour	1-3 hours	2 hours	1-3 hours
Observation, discovery, discussion. Observe current collaboration environment and workflow, help determine key areas for MTR focus, present Art of the possible roadmap.	Customised MTR experience. High level, intro demos, MTR device placed in public area or conference room.	End-to-end teams and collaboration adoption. Role-based hands-on user adoption sessions bridging together entire Modern Workplace vision, Teams and O365 focus.	MTR focus. Realise the full potential of Surface Hub 2. Designed by a MTR User: "Give us an hour, and we'll help give you back 40 productive hours per month".	Increase user confidence. Role-based hands-on user adoption sessions using Wow guides, with focus on Teams & O365. Take MTR users or PC- device users from no knowledge to basic knowledge.	After Level 100, help desk, deep dive. Take users with basic knowledge to understanding MTR trouble-shooting and management.	1:1 or 1:few, exec, VIP, assistant. Role-based hands-on user adoption session using Wow guides, focus on Teams and O365. Take MTR or PC-device users from no knowledge to basic knowledge.

Troubleshooting, technical support & maintenance

This service option for MTR provides technical support to the client for MTR and their MTR device, whether in an on-premise, hybrid or cloud environment, to troubleshoot and fix network issues, banned issues, software problems and related issues for MTR/the MTR device to operate properly and optimally in the client's environment. Guidance is provided on third party interoperability and integration with MTR/the MTR device, plus best practices specific to the client's environment and manageability of MTR/the MTR device.

Advice may be given on software, backend upgrades, or on changes and their impact to the functionality of the client's MTR device. Where selected by the client, coverage for maintenance of the MTR device is valid for one year from the date the client is engaged with the engineer.

Pricing and ordering codes

UK & Ireland

SKU	Part number	Service description	MSRP
5341883	CTG-FULL	Onsite collaboration day	3332 GBP

Europe

SKU	Part number	Service description	MSRP
5341883	CTG-FULL	Onsite collaboration day	3750 EUR

Onsite installation of Logitech Room Solutions

For clients whose installation requirement for their MTR solution in their meeting room is specifically for Logitech Room Solutions for Teams, Maverick offers a tailor made service. There are options for an installation with or without a display up to 55".

Prior to the site visit, the engineer will contact the client via telephone call or email, in the client's local language to schedule an installation date and time suitable for the client. The client is required to confirm to the engineer that the room is prepared and available, and when hardware is expected to be onsite. This includes confirming the room's capabilities in terms of power, network and wireless. For Microsoft Teams Rooms the customer environment must be running O365, Skype for Business Server 2015, Exchange Online (Hybrid), or Exchange on premises (Hybrid), including a Microsoft Teams Rooms/Skype for Business account.

In the case of a Logitech Room Solution only installation (no display), confirmation of a flat panel monitor of sufficient screen size, capable of 1080p or higher resolution and that will support an HDMI connection, is already installed in the room.

Overview of onsite deliverables

- Supply network cable
- In the case of an installation including a display
   - build the stand / install the wall mount kit for the display
   - install display and configure basic settings
- Completion of Logitech Room Solution Out of Box Experience (OOBE); apply the provided device account
- Installation of the peripherals such as camera, speakers, microphones
- Installation of any applicable firmware and software updates
- Device testing once installation is complete
- Brief user instruction (ca. 15 mins) to explain basic functionalities
- Pictures of the completed installation confirming a working system and tidiness of the service

In the case of an installation including a display that is lager than 55", please contact Maverick for a quote.

Services are to be delivered onsite and within business hours and a maximum of an 8-hour period. Troubleshooting, investigating or resolving single occurrence or individual issues not related to Logitech Room Solutions for Teams are not included.

Pricing and ordering codes

UK & Ireland

SKU	Part number	Service description	MSRP
5328319	VC-LRSEU-NODISP	Onsite installation of Logitech Room Solution without display	829 GBP
5328318	VC-LRSEU-DISP	Onsite installation of Logitech Room Solution with 1 x 55" display	979 GBP

Europe

SKU	Part number	Service description	MSRP
5328319	VC-LRSEU-NODISP	Onsite installation of Logitech Room Solution without display	929 EUR
5328318	VC-LRSEU-DISP	Onsite installation of Logitech Room Solution with 1 x 55" display	1099 EUR

Virtual deployment

As an alternative to an on-site deployment, on offer is a per-device virtual deployment of MTR in an on-premise, hybrid, or cloud environment. An engineer connects with the client remotely via video conference on multiple, pre-scheduled sessions, to walk the client through full device and software configuration and implementation of MTR on a per device basis.

Where the client is willing to co-ordinate with the engineer and can provide a full and complete picture of their network environment in advance of the site visit, the engineer may be able to prepare some of the technical integration and deployment related tasks remotely, thereby maximising the time available to the client during the sessions.

Prior to the scheduled sessions, the client is required to confirm to the engineer that the Active Directory environment and accounts are configured, and will have remote access (VPN or otherwise) and appropriate permissions to create and configure the required accounts. All work will be carried out within regular business hours.

- Configure MTR/MTR device within the client's IT infrastructure.
- Creation and verification of a device (resource) account including key accounts needed to enable core functionality of MTR/the MTR device.
- Completion of the MTR device Out of Box Experience (OoBE) and initial setup program that enables network, device account, device admin.
- Provide the client with a private OS installation or custom imaging support and configuration.
- Integrate the MTR device within the client's environment and asset management capabilities.
- Verify and optimize the MTR device within the client's infrastructure to support audio, video and content sharing capabilities.
- Full deployment documentation provided to the client upon completion.
- Create and keep on file a detailed guide and best practices document specific to the client's environment to aid future deployments within that environment.
- Fix any deployment issues or problems (not resulting from product defects) within two business days after being notified by the client, which arise within thirty days of completion of the deployment service.

Pricing and ordering codes

UK & Ireland

SKU	Part number	Service description	MSRP
5341887	CTG-D	Virtual Deployment – MTR device	444 GBP

Europe

SKU	Part number	Service description	MSRP
5341887	CTG-D	Virtual Deployment – MTR device	500 EUR

Virtual adoption training

Training for MTR/MTR devices can be delivered towards end-users or IT Professionals. Options for training sessions are suggested, yet all content is fully customisable to the client's requirements—for example, multiple sessions may be combined to create a custom agenda. Up to a maximum of 200 attendees may attend remotely, and the session may be recorded, too, and so used later by the client as a training resource for new staff. Training sessions are scheduled in two-hour blocks, with a one-block minimum.

Suggested training sessions:

Art of the possible & collaboration	MS Teams – Modern Workplace	Power of the Team	New User	Help Desk	Power User
Intro level	Level 100	Level 100	Level 100	Level 200-300	Level 200-300
30 minutes	1 hour	1 hour	1-3 hours	2 hours	1-3 hours
Observation, discovery, discussion. Observe current collaboration environment and workflow, help determine key areas for MTR focus (M365, Teams/Skype), present Art of the possible roadmap.	End-to-end Teams and collaboration adoption. Role-based hands-on user adoption sessions bridging together entire Modern Workplace vision, Teams and O365 focus.	MTR and MTR device focus. Realise the full potential of MTR. Designed by a MTR User: "Give us an hour, and we'll help give you back 40 productive hours per month".	Increase user confidence. Role-based hands-on user adoption sessions using Wow guides, with focus on Teams & O365. Take MTR users or PC-device users from no knowledge to basic knowledge.	After Level 100, help desk, deep dive. Take users with basic knowledge to understanding MTR troubleshooting and management.	1:1 or 1:few, exec, VIP, assistant. Role-based hands-on user adoption session using Wow guides, focus on Teams and O365. Take MTR or PC-device users from no knowledge to basic knowledge.

Pricing and ordering codes

UK & Ireland

SKU	Part number	Service description	MSRP
5341884	CTG-A	Virtual Adoption Training 2 hrs	533 GBP

Europe

SKU	Part number	Service description	MSRP
5341884	CTG-A	Virtual Adoption Training 2 hrs	600 EUR

Virtual maintenance & support

The per-device MTR maintenance and support service is valid for one-year from the purchase date, or from 90-days after the purchase date when purchased with Logitech Room Solution for Teams including Jumpstart. It is delivered to the client remotely under a two-hour SLA. There are options for 24/5 or 24/7 cover, and over one or three years. The client submits their service request via an online support centre to create a unique case ID that will track the troubleshooting efforts of the request. A dedicated service engineer will then begin troubleshooting your case. The service provides unlimited technical support and troubleshooting to fix network issues, banned issues, software problems and related issues for a MTR device to operate properly. Guidance may be provided to the client on:

• third party interoperability and integration with MTR
• best practices specific to the client's environment and product manageability.
• software, back-end upgrades, or changes and their impact to the MTR device's functionality.

The maintenance may be renewed annually or every three years (depending on the selected plan) on a per-device basis. It does not replace device warranty or manufacturer maintenance (where applicable). Troubleshooting, investigating or resolving single occurrence or individual issues not related to the MTR device are not included.

Pricing and ordering codes

UK & Ireland

SKU	Part number	Service description	MSRP
5412474	OCSfTAP-MAINTAIN-1Y245-15	Virtual maintenance & support – 24/5 1 year	129 GBP
5412475	OCSfTAP-MAINTAIN-1Y247-15	Virtual maintenance & support – 24/7 1 year	309 GBP
5412476	OCSfTAP-MAINTAIN-3Y245-15	Virtual maintenance & support – 24/5 3 years	209 GBP
5412477	OCSfTAP-MAINTAIN-3Y247-15	Virtual maintenance & support – 24/7 3 years	499 GBP

Europe

SKU	Part number	Service description	MSRP
5412474	OCSfTAP-MAINTAIN-1Y245-15	Virtual maintenance & support – 24/5 1 year	149 EUR
5412475	OCSfTAP-MAINTAIN-1Y247-15	Virtual maintenance & support – 24/7 1 year	349 EUR
5412476	OCSfTAP-MAINTAIN-3Y245-15	Virtual maintenance & support – 24/5 3 years	229 EUR
5412477	OCSfTAP-MAINTAIN-3Y247-15	Virtual maintenance & support – 24/7 3 years	579 EUR

Virtual deployment & maintenance

A combined deployment and maintenance service, offering the client a per-device virtual deployment of an MTR device in an on-premise, hybrid, or cloud environment, accompanied by a 1-year remote maintenance service.

Deployment

An engineer connects with the client remotely via video conference on multiple, pre-scheduled sessions, to walk the client through full device and software configuration and implementation. Where the client is willing to co-ordinate with the engineer in advance of the virtual sessions, the engineer may be able to prepare some of the technical integration and deployment related tasks remotely, thereby maximising the time available to the client during the sessions.

Prior to the scheduled sessions, the client is required to confirm that the Active Directory environment and accounts are configured, and will have remote access and appropriate permissions to create and configure the required accounts. All work will be carried out within regular business hours.

- Configure the MTR device within the client's IT infrastructure.
- Creation and verification of a device (resource) account including key accounts needed to enable core functionality of the MTR device.
- Completion of the MTR device Out of Box Experience (OoBE) and initial setup program that enables network, device account, device admin.
- Provide the client with a private OS installation or custom imaging support and configuration.
- Integrate the MTR device within the client's environment and asset management capabilities.
- Verify and optimize the MTR device within the client's infrastructure to support audio, video and content sharing capabilities.
- Full deployment documentation provided to the client upon completion.
- Create and keep on file a detailed guide and best practices document specific to the client's environment to aid future deployments within that environment.
- Fix any deployment issues or problems (not resulting from product defects) within two business days after being notified by the client, which arise within thirty days of completion of the deployment service.

Maintenance

The per-device MTR maintenance service, valid for one-year from the order date, is delivered to the client remotely under a two-hour SLA during normal business hours. The service provides unlimited technical support and troubleshooting to fix network issues, banned issues, software problem and related issues for the MTR device to operate properly. Guidance may be provided to the client on:

- third party interoperability and integration with MTR
- best practices specific to the client's environment and product manageability.
- software, back-end upgrades, or changes and their impact to the MTR device 's functionality.

The maintenance may be renewed annually on a per device, per year basis by ordering the maintenance and support only service, described on page 9. The maintenance service does not replace device warranty or manufacturer maintenance (where applicable). Troubleshooting, investigating or resolving single occurrence or individual issues not related to the MTR device are not included.

Pricing and ordering codes

UK & Ireland

SKU	Part number	Service description	MSRP
5341885	CTG-MDH	Virtual deployment & maintenance - 1 year	755 GBP

Europe

SKU	Part number	Service description	MSRP
5341885	CTG-MDH	Virtual deployment & maintenance - 1 year	850 EUR

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About Tech Data

Tech Data connects the world with the power of technology. Our end-to-end portfolio of products, services and solutions, highly specialised skills, and expertise in next-generation technologies enable channel partners to bring to market the products and solutions the world needs to connect, grow and advance. Tech Data is ranked No. 88 on the Fortune 500 and has been named one of Fortune's „World's Most Admired Companies" for ten straight years.

To find out more, visit www.techdata.eu

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