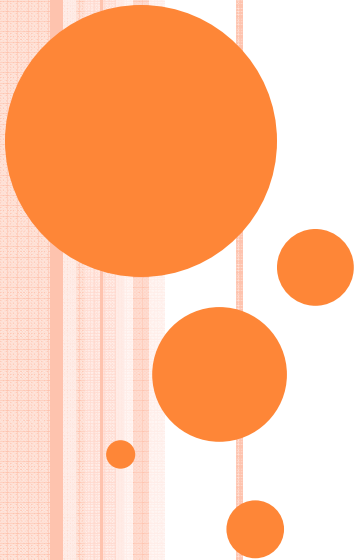


**WELCOME  
TO**

**av  mantra**



## PROFILE

- Established in 2012
- We like to see ourselves as an innovative company, built on experienced professionals.
- In partnership with the leading manufacturers, AV Mantra provides impartial advice, design and installation services for world-class audio visual solutions. The extensive range of AV Mantra line of products is constantly updated, to reflect the latest developments in Audio Visual Sector.



- After starting small, we are now rapidly expanding in partnerships and globalization. Not only do we constantly improve our existing products, we make a great effort to present you with the latest technologies and new solutions and applications.
- We value our customers as the élan' vital of our business. Fulfilling our customers' needs is always our priority. We are committed to providing the best of our products and services within the time boundaries defined by them with absolutely no compromise on quality.



# OUR NATION-WIDE PRESENCE



# TOTAL SOLUTIONS

- Audio and Video Conferencing solutions.
- Projection Solutions.
- Audio and Video Solutions.
- Automation Solutions.
- Digital Signage Solutions.
- Turnkey Projects.
  - Board Room
  - Training Room
  - Conference Room
  - Auditorium, etc



## OUR VALUED CUSTOMERS

- Leading universities
- Hotels
- Studios
- Schools
- Hospitals
- Government departments
- Military establishments
- and public sector organizations.



## OUR CLIENTS

- ITC Grand Chola
- Upasanna Engineering (p) Ltd (TVS Group)
- Tagore Medical and Dental College
- Ranindia
- Media com Communication (p) Ltd
- Apollo Tyres
- Royal Enfield
- Food corporation of India



# AUDIO VISUAL INTEGRATION

- Site assessment study & AV solution / Scope Mapping
- Pre BOQ AV designing, drawing & feasibility study
- Component planning & technical evaluation
- Report on component inputs , vendor facilitation, project plan & normalization towards BOQ building





# AUDIO VISUAL INTEGRATION

- ✘ Coordinating overall project AV integration by teaming supply / vendor, sequence documentation
- ✘ Project tracking through global AV integration
- ✘ Project tracker methods by professional team
- ✘ On time implementation, commissioning, testing user acceptability levels & maintenance



# PROJECT IMPLEMENTATION

**Implementation Stage**



**Finalization of scope**



**Conceptualization**



**Designing**



**Procurement**



**Project Management**



**Implementation**



**Training**



# PROJECT IMPLEMENTATION

**Post Implementation Audit**



**Handover**



**Maintenance**



**Annual Maintenance Contract (AMC)**



# TOTAL VALUE ADDITION

- Excellent After Sales Service
- Well-established service centre.
- Response time of 4 to 6 Hrs
- Complete ownership of the project and AMC Contract
- Expertise of trained and experienced professionals
- Tie – up with all OEM's for spare support



# SUPPORT – CONTACT NO. AND UNDERSTANDING

Details of Call Logging Process:

**Call our Customer Care Nos.**

**Mumbai : Mobile: +91-9967927098**

**Chennai : Mobile: +91-7299779338**

**Below Details are required for call log:**

**Company Name :**

**Address :**

**Contact Person :**

**Contact No. (Mobile and Land Line) :**

**Problem (In Detail) :**


**Device Make & Model No. (eg. Tandberg/Polycom VC, Mixer, Switcher, Speaker, Projector etc.) :**

**Device Serial No. :**

**Email Address :**

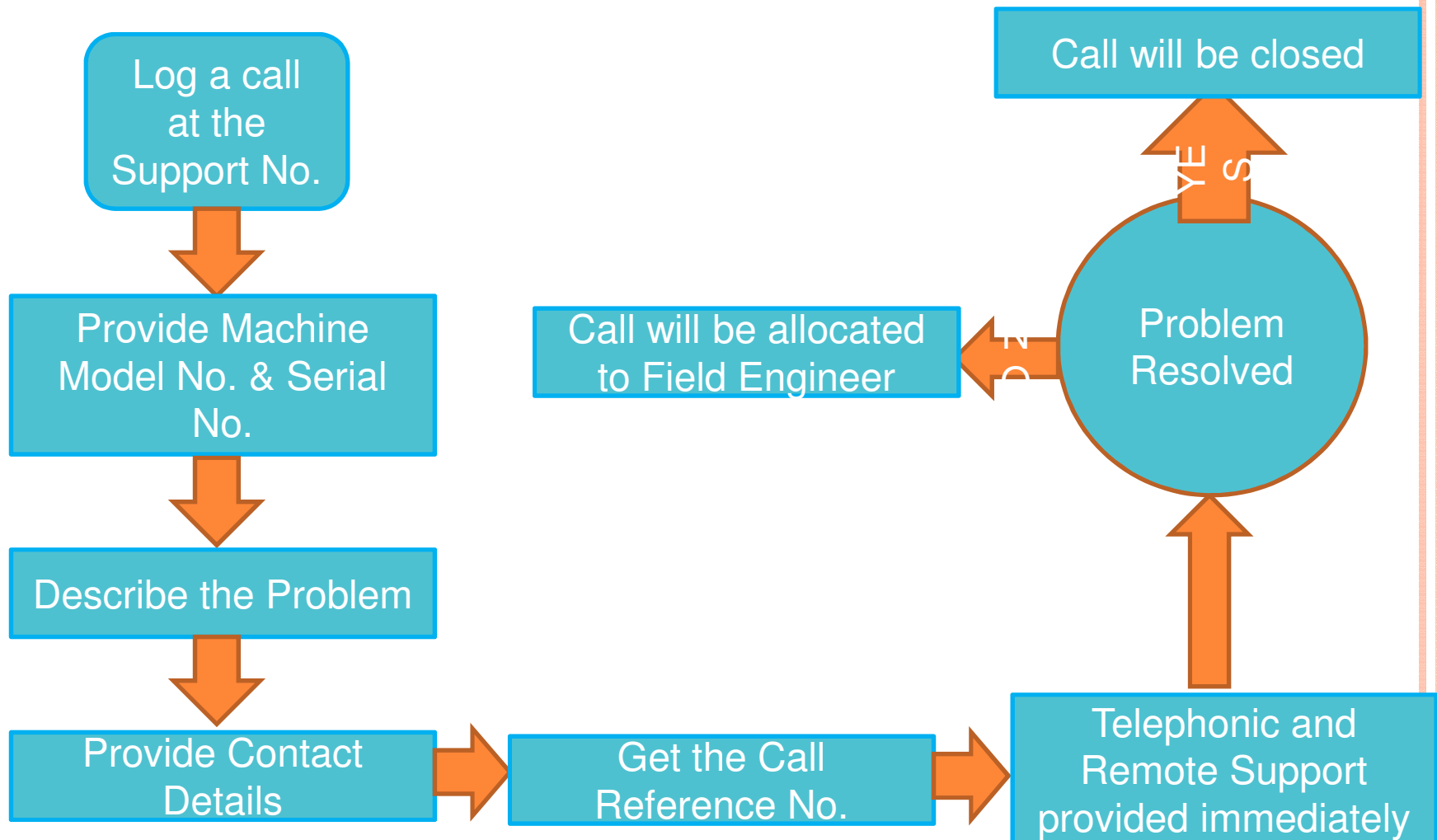


# SUPPORT – PLAN AND UNDERSTANDING

Item	Status	Remarks
Issue Tracker	Sample  DB Issue Tracker	Weekly submission and review
Call Logging Process/Escalation Matrix	Shown in Next Slide	
AMC	Tie up with all OEM	Shown in Slide
Monthly Review(MOR)		Service Delivery for the month



# CALL MANAGEMENT PROCESS



# ESCALATION MATRIX

1 <sup>st</sup> Level	2 <sup>nd</sup> Level	3 <sup>rd</sup> Level	4 <sup>th</sup> Level
<p><b>Name</b> : -</p> <p>Call Center No. (As given in Slide)</p> <p><b>Designation</b> : -</p> <p>Service Co ordinator Service Engineer</p> <p><b>Email ID</b> :</p> <p>- Will be furnished in Contract</p> <p><b>Contact Details:</b> -</p> <p>As given below in the excel</p>	<p><b>Name</b> : -</p> <p>Regional Customer Support Engineer</p> <p><b>Designation</b> : -</p> <p>Regional Customer Support Manager</p> <p><b>Email ID</b></p> <p>- Will be furnished in Contract</p> <p><b>Contact Details:</b> -</p>	<p><b>Name</b> : -</p> <p>Victor Devan</p> <p><b>Designation</b> : -</p> <p>Technical Manager - India</p> <p><b>Email ID</b></p> <p>- Will be furnished in Contract</p> <p><b>Contact Details:</b></p>	<p><b>Name</b> : -</p> <p>Ms. Nandita Singgaha</p> <p><b>Designation</b> : -</p> <p>Managing Director</p> <p><b>Email ID</b></p> <p>- Will be furnished in Contract</p> <p><b>Contact Details:</b></p>





# OUR ASSOCIATIONS

**Panasonic**  
ideas for life



**Libec**



**Extron**

**ClearOne**  
*You're Virtually There*

**B I A M P**  
S Y S T E M S



**BOSCH**  
Invented for life



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**EPSON**<sup>®</sup>  
EXCEED YOUR VISION

**CISCO SYSTEMS**



**SpeakerCraft**<sup>®</sup>

**BOSE**<sup>®</sup>

**DENON**

 **LifeSize**<sup>®</sup>

**SHURE**<sup>®</sup>  
It's Your Sound<sup>®</sup>

**SONY**<sup>®</sup>



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THANK YOU!

