

SMART Install Services

We're with you from the start

SMART Install Services ensure you have access to consistent global installation services for your SMART solutions, delivered by SMART authorized installation technicians. Best of all? It's all managed and coordinated directly by SMART.

Here's how it works:

SMART is with you the whole way, coordinating communications with all stakeholders involved in the installation process, from site contacts, to your SMART reseller and SMART authorized technicians. Our Installation Coordination Support team bring all the pieces together and makes sure no steps are missed.

Some of the key steps you can expect are:

1) Site survey & Statement of Work

Prior to installation, we'll contact you to coordinate a site survey by one of our authorized technicians. During this visit we'll assess and gather critical structural and IT information from to help ensure a successful integration in your environment.

We'll also provide critical information for your IT teams to make sure the environment is prepared for our system integration, highlight any potential issues and provide any recommendations to optimize the environment. This is all compiled in a statement of work that is agreed to by all stakeholders prior to installation

2) Installation

Our team will follow up prior to the installation to ensure the actions identified in the statement of work are ready to be executed. From there, you're set. Our authorized technicians will install your hardware and software products according to SMART designed processes, ensuring they are up and running and ready for use by your teams.

3) Follow Up

We want to ensure that your installation experience is a good one and that everything is performing as expected, so we will follow up the day after the installation to receive any feedback, field questions and confirm everything was done to your expectations.

SMART Services

Our comprehensive service programs allow you to:

- **Protect your investment** in collaboration and maximize uptime
- **Receive expert support** from SMART, with the experience, knowledge and resources to ensure fast effective operations
- **Access global reach and scalability** for consistent support services and SLAs, including onsite repair and SMART coordinated installation
- **Leverage flexible service options** to meet your unique support needs

