



Professional Audio Video solutions & Support

INSURANCE



Service Solution

COMPLETE SOLUTIONS FOR BUSINESS

ITSL Group provide a maintenance service for all D&G locations within the UK, the service level is bespoke dependant on the location and all internal AV equipment is managed, serviced and upgraded by ITSL within the agreed lifecycle guidelines.

ITSL Group

ITSL Group are a leading AV integration company, dedicated in providing the corporate and education sectors first class solutions and an unbeatable level of service.

www.itslgroup.com

ITSL Group provide businesses and organisations with the tools they need to present with excellence!

INTEGRATED PRESENTATION SYSTEMS



Domestic & General are a UK company with head office located in Wimbledon, London. The company has been protecting people's possessions for over 60 years, they look after almost every household appliance, from washing machines right through to LCD TVs currently providing cover for over 7.5 million appliances.

REQUIREMENT

ITSL Group first started to work with D&G in 2009, this was after a difficult period with their incumbent AV maintenance company. D&G has multiple office across the UK some used as call centres and others are for back office functions, ITSL completed an initial audit of all the AV equipment and provided D&G with a clear understanding of the condition, life expectancy and specification of all AV assets. Since the initial appointment ITSL have been requested to be the sole provider and to carry out all new installations for all D&G locations across the UK.

SOLUTION

After ITSL had carried out a detailed audit of all internal AV equipment, all items were asset tagged allowing the ITSL helpdesk to quickly determine the exact item that required attention, the room it was located in and relevant system drawing allowing our engineer to assist user in resolving the issue there and then. The onsite maintenance that's in place is a bespoke package designed specifically for D&G, it is a detailed structure with certain locations and certain key rooms being on a 4hr SLA with exact swap loans, whilst other less business critical locations and rooms are on the standard 8hr SLA.

Why not call us today to discuss your requirements?
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