

## Key Refresh

Refreshing the key components of what makes the room function.

With the :key refresh service, organizations can be confident that their Zoom or Microsoft Teams room setup will provide the video conferencing solutions they need to collaborate with a variety of stakeholders in any location.

What's included for you



**Two year commitment to a service not a product**



**Proactive software and firmware updates**



**Installation and on-site testing of key equipment**



**Regularly scheduled preventative maintenance**



**Hardware updates as new technology becomes available**



**Customized end user training**



**Service of the entire room**



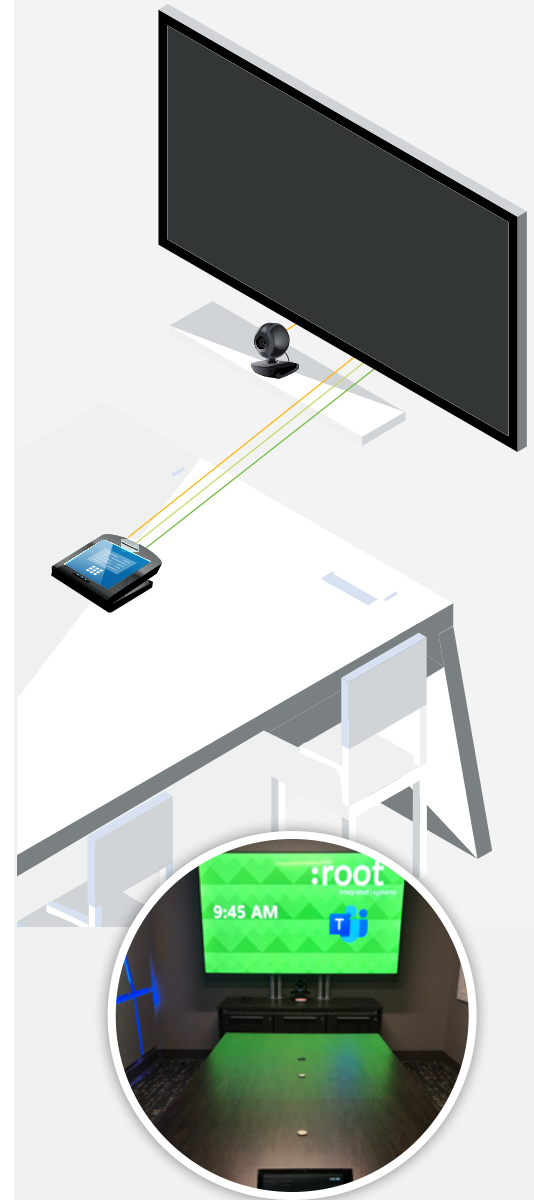
**Root Cloud monitoring to ensure minimal down time**



**Hot swap of hardware to quickly resolve issues**



**Consistent communication regarding updates and the impact on the user experience**



• take care of the customer • take care of each other