



FAYE BENNETT  
CONSULTANCY SERVICES

## FBCS AV Support Assessment

### Why might I need a support assessment?

Today's workplace has changed dramatically.

With hybrid working, return to the office and a need to create an excellent user experience, what once worked well for AV support might not now be suitable.

Ask - is your support function lean, efficient and creating the best experience for your internal customers?

If not, an AV Support Assessment is a good place to start.

### How does it work?

Our AV Support Assessment takes a holistic look at your existing service and support mechanism to understand current state, any challenges and your goals for the future.

With this fresh, outside-in perspective, paired with our industry expertise, we will build recommendations for how best to operate your AV support function leanly and effectively.

We also offer implementation projects to action our recommendations to meet your business goals in an expedited way.

### Past projects include:

- Outsourcing support to a managed service provider by way of RFI, RFP or ITT
- Restructure and realignment of your in-house team for operational efficiencies
- Improvements to systems and processes to drive a better customer experience
- Implementation of quality measures including KPIs and user focussed SLAs

### Get in touch

Book a call with us.

<https://fbennettconsulting.com/book-a-meeting/>