

# Maverick AV Solutions

## Services for Surface Hub 2



## Contents

Site surveys .....	3
On-site Collaboration Day .....	4
Virtual deployment .....	6
Virtual adoption training .....	7
Virtual maintenance and support .....	8
Virtual deployment and maintenance .....	9

## What's on offer?

The services on offer from Maverick are designed to assist your client getting their Surface Hub 2 up and running. They range from; site surveys, placement and assembly, network integration, deployment, product awareness training, user instruction, and solution maintenance. They are high quality “white glove” collaboration services that have been specifically designed for Surface Hub 2 deployments and are delivered by experts in both Surface Hub 2 and service delivery. They are devised to ensure that your clients enjoy a seamless integration experience and thereafter a problem and stress-free user journey.

Our knowledgeable engineers will work with and instruct relevant personnel, whilst overseeing the integration and device management with both on-site and remote integration and maintenance options available. Depending on the service selected, it is possible to customise the content of the service supplied so as to best support the requirements of your client.

## Channel Partner Benefits

These services are available to purchase through Maverick AV Solutions in the following countries:



Acting as your service partner, Maverick understands the need to deliver high quality, consistent services, irrespective of location or complexity. There is also a growing demand for Pan-European deployments, which can be managed through these services.

## Site surveys

Maverick offers clients peace of mind about their collaboration technology installation with an on-site readiness survey prior to them purchasing Surface Hub 2 in their meeting room collaboration spaces.

### The readiness survey includes:

- survey of access routes to the proposed installation room
- survey of network availability
- confirmation of the network environment suitability
- survey of room environment compatibility
- in the case of a wall-mounted installation, confirmation if the wall is suitable for the display size and weight
- identification of risks or issues to be addressed prior to installation
- preparation and submission of a site report, including photos, within three days of the visit.



Booking of the on-site survey date is in the client's local language via a telephone call or email, and scheduled for a date and time suitable for the client. Pricing is available for one and/or multiple rooms, and by region UK&I and Europe.

## Pricing and ordering codes

### UK & Ireland

SKU	Part number	Service description	MSRP
5252832	VC-UK-SSSR	Site readiness survey 1 x room for Surface Hub	519 GBP
5252833	VC-UK-SSMR	Site readiness survey 2-4 x rooms for Surface Hub	1149 GBP

### Europe

SKU	Part number	Service description	MSRP
5252834	VC-EU-SSSR	Site readiness survey 1 x room for Surface Hub	699 EUR
5252835	VC-EU-SSMR	Site readiness survey 2-4 x rooms for Surface Hub	1499 EUR

## On-site Collaboration Day

A full day's (8 hours) worth of any on-site services for Surface Hub 2; the client can customise the day to their requirements. The client has the choice of a number of service options, which include but are not limited to

- adoption/training
- installation
- integration
- deployment
- troubleshooting
- technical support
- maintenance

**The client** confirms their selection during preparatory calls with the engineer and prior to the engineer attending. Where the client is willing to co-ordinate with the engineer and can provide a full and complete picture of their network environment in advance of the site visit, the engineer may be able to prepare some of the technical integration and deployment related tasks remotely, thereby maximising the time available to the client on the day of the site visit.

Prior to the site visit, the client is required to confirm to the engineer that the room is prepared and available, Active Directory environment and accounts are configured, they must provide access to create and configure any other accounts, and be willing to provide access to the backend infrastructure of Exchange/S4B/MTR/MDM/OMS. All work will be carried out within regular business hours.

### Installation, integration & deployment

Suitable for on-premise, hybrid, or cloud environments, the installation, integration and deployment services for Surface Hub 2 device(s), include the following per Surface Hub 2 device:

- Physical installation of Surface Hub 2: wall mount, cart/stand mount, or credenza.
- Creation and verification of a device (resource) account including key accounts needed to enable core functionality of the Surface Hub 2.
- Completion of the Out of Box Experience (OoBE) and initial setup program that enables network, device account, and device admin (as needed)
- Configure the Surface Hub within the client's IT infrastructure.
- Provide the client with a private OS installation or custom imaging support and configuration (as requested).
- Integrate the Surface Hub 2 within the client's environment and asset management capabilities.
- Verify and optimize the Surface Hub within the client's infrastructure to support audio, video and content sharing capabilities.
- Full deployment documentation is provided to the client upon completion.
- Create and keep on file a detailed guide and best practices document specific to the client's environment to aid future deployments within that environment.
- Fix any installation, integration or deployment issues or problems (not resulting from product defects) within two business days after being notified by the client, which arises within thirty days of completion of the deployment service.

### Adoption/training

Training for Surface Hub 2 can be delivered towards end-users or IT Professionals. Options for training sessions are suggested, yet all content is fully customisable to the client's requirements – for example, multiple sessions may be combined to create a custom agenda. Attendees may attend in person or remotely, and the session may be recorded, too, and so used later by the client as a training resource for new staff.

## Training options:

Art of the possible & collaboration	Surface Awareness Event	MS Teams – Modern Workplace	Power of the Pen	New User	Help Desk	Power User
Intro level	Intro level	Level 100	Level 100	Level 100	Level 200-300	Level 200-300
30 minutes	Drop in (on-site only)	1 hour	1 hour	1-3 hours	2 hours	1-3 hours
Observation, discovery, discussion. Observe current collaboration environment and workflow, help determine key areas for Surface Hub 2 focus (M365, Teams/ Skype), present Art of the possible roadmap.	Customised Surface Hub 2 event experience. High level, intro demos, Surface Hub 2 placed in public area or conference room.	End-to-end teams and collaboration adoption. Role-based hands-on user adoption sessions bridging together entire Modern Workplace vision, Teams and O365 focus.	Surface Hub 2 and pen focus. Realise the full potential of Surface Hub 2. Designed by a Surface Hub 2 User: “Give us an hour, and we’ll help give you back 40 productive hours per month”.	Increase user confidence. Role-based hands-on user adoption sessions using Wow guides, with focus on Teams & O365. Take Surface Hub users or PC-device users from no knowledge to basic knowledge.	After Level 100, help desk, deep dive. Take users with basic knowledge to understanding Surface Hub 2 troubleshooting and management.	1:1 or 1:few, exec, VIP, assistant. Role-based hands-on user adoption session using Wow guides, focus on Teams and O365. Take Surface Hub or PC-device users from no knowledge to basic knowledge.

## Troubleshooting, technical support & maintenance

This service option for Surface Hub 2 provides technical support to the client for their Surface Hub 2, whether in an on-premise, hybrid or cloud environment, to troubleshoot and fix network issues, banned issues, software problems and related issues for the Surface Hub 2 to operate properly and optimally in the client’s environment. Guidance is provided on third party interoperability and integration with Surface Hub 2, plus best practices specific to the client’s environment and manageability of the Surface Hub 2.

Advice may be given on software, backend upgrades, or on changes and their impact to the functionality of the client’s Surface Hub 2 device. Where selected by the client, coverage for maintenance of the Surface Hub 2 device is valid for one year from the date the client is engaged with the engineer.

## Pricing and ordering codes

### UK & Ireland

SKU	Part number	Service description	MSRP
5341883	CTG-FULL	Onsite collaboration day	3332 GBP

### Europe

SKU	Part number	Service description	MSRP
5341883	CTG-FULL	Onsite collaboration day	3750 EUR

## Virtual deployment

As an alternative to an on-site deployment, on offer is a per-device virtual deployment of Surface Hub 2 in an on-premise, hybrid, or cloud environment. An engineer connects with the client remotely via video conference on multiple, pre-scheduled sessions, to walk the client through full device and software configuration and implementation of Surface Hub 2 on a per device basis.

Where the client is willing to co-ordinate with the engineer and can provide a full and complete picture of their network environment in advance of the site visit, the engineer may be able to prepare some of the technical integration and deployment related tasks remotely, thereby maximising the time available to the client during the sessions.

Prior to the scheduled sessions, the client is required to confirm to the engineer that the Active Directory environment and accounts are configured, and will have remote access (VPN or otherwise) and appropriate permissions to create and configure the required accounts. All work will be carried out within regular business hours.

- Configure Surface Hub 2 within the client's IT infrastructure.
- Creation and verification of a device (resource) account including key accounts needed to enable core functionality of the Surface Hub 2.
- Completion of the Surface Hub 2 Out of Box Experience (OoBE) and initial setup program that enables network, device account, device admin.
- Provide the client with a private OS installation or custom imaging support and configuration.
- Integrate the Surface Hub 2 within the client's environment and asset management capabilities.
- Verify and optimize the Surface Hub 2 within the client's infrastructure to support audio, video and content sharing capabilities.
- Full deployment documentation provided to the client upon completion.
- Create and keep on file a detailed guide and best practices document specific to the client's environment to aid future deployments within that environment.
- Fix any deployment issues or problems (not resulting from product defects) within two business days after being notified by the client, which arise within thirty days of completion of the deployment service.

## Pricing and ordering codes

### UK & Ireland

SKU	Part number	Service description	MSRP
5341887	CTG-D	Virtual Deployment - MS Surface Hub 2	444 GBP

### Europe

SKU	Part number	Service description	MSRP
5341887	CTG-D	Virtual Deployment - MS Surface Hub 2	500 EUR

## Virtual adoption training

Training for Surface Hub 2 can be delivered towards end-users or IT Professionals. Options for training sessions are suggested, yet all content is fully customisable to the client's requirements—for example, multiple sessions may be combined to create a custom agenda. Up to a maximum of 200 attendees may attend remotely, and the session may be recorded, too, and so used later by the client as a training resource for new staff. Training sessions are scheduled in two-hour blocks, with a one-block minimum.

### Suggested training sessions:

Art of the possible & collaboration	MS Teams – Modern Workplace	Power of the Pen	New User	Help Desk	Power User
Intro level 30 minutes	Level 100 1 hour	Level 100 1 hour	Level 100 1-3 hours	Level 200-300 2 hours	Level 200-300 1-3 hours
Observation, discovery, discussion. Observe current collaboration environment and workflow, help determine key areas for Surface Hub 2 focus (M365, Teams/Skype), present Art of the possible roadmap.	End-to-end Teams and collaboration adoption. Role-based hands-on user adoption sessions bridging together entire Modern Workplace vision, Teams and O365 focus.	Surface Hub 2 and pen focus. Realise the full potential of Surface Hub 2. Designed by a Surface Hub 2 User: "Give us an hour, and we'll help give you back 40 productive hours per month".	Increase user confidence. Role-based hands-on user adoption sessions using Wow guides, with focus on Teams & O365. Take Surface Hub users or PC-device users from no knowledge to basic knowledge.	After Level 100, help desk, deep dive. Take users with basic knowledge to understanding Surface Hub 2 troubleshooting and management.	1:1 or 1:few, exec, VIP, assistant. Role-based hands-on user adoption session using Wow guides, focus on Teams and O365. Take Surface Hub or PC-device users from no knowledge to basic knowledge.

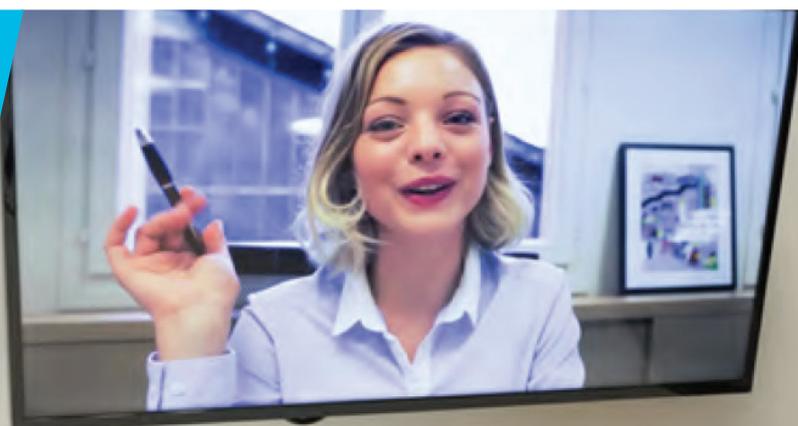
## Pricing and ordering codes

### UK & Ireland

SKU	Part number	Service description	MSRP
5341884	CTG-A	Virtual Adoption Training 2 hrs	533 GBP

### Europe

SKU	Part number	Service description	MSRP
5341884	CTG-A	Virtual Adoption Training 2 hrs	600 EUR



## Virtual maintenance & support

The per-device Surface Hub 2 maintenance and support service is valid for one-year from the order date. It is delivered to the client remotely under a two-hour SLA during normal business hours. The service provides unlimited technical support and troubleshooting to fix network issues, banned issues, software problem and related issues for Surface Hub 2 to operate properly. Guidance may be provided to the client on:

- third party interoperability and integration with Surface Hub 2
- best practices specific to the client's environment and product manageability.
- software, back-end upgrades, or changes and their impact to Surface Hub 2's functionality.

The maintenance may be renewed annually on a per-device, per year basis. It does not replace device warranty or manufacturer maintenance (where applicable). Troubleshooting, investigating or resolving single occurrence or individual issues not related to Surface Hub 2 are not included.

## Pricing and ordering codes

### UK & Ireland

SKU	Part number	Service description	MSRP
5341886	CTG-MSH	Virtual maintenance & support - 1 year	533 GBP

### Europe

SKU	Part number	Service description	MSRP
5341886	CTG-MSH	Virtual maintenance & support - 1 year	600 EUR



# Virtual deployment & maintenance

A combined deployment and maintenance service, offering the client a per-device virtual deployment of Surface Hub 2 in an on-premise, hybrid, or cloud environment, accompanied by a 1-year remote maintenance service.

## Deployment

An engineer connects with the client remotely via video conference on multiple, pre-scheduled sessions, to walk the client through full device and software configuration and implementation.

Where the client is willing to co-ordinate with the engineer in advance of the virtual sessions, the engineer may be able to prepare some of the technical integration and deployment related tasks remotely, thereby maximising the time available to the client during the sessions.

Prior to the scheduled sessions, the client is required to confirm that the Active Directory environment and accounts are configured, and will have remote access and appropriate permissions to create and configure the required accounts. All work will be carried out within regular business hours.

- Configure Surface Hub 2 within the client's IT infrastructure.
- Creation and verification of a device (resource) account including key accounts needed to enable core functionality of the Surface Hub 2.
- Completion of the Surface Hub 2 Out of Box Experience (OoBE) and initial setup program that enables network, device account, device admin.
- Provide the client with a private OS installation or custom imaging support and configuration.
- Integrate the Surface Hub 2 within the client's environment and asset management capabilities.
- Verify and optimize the Surface Hub 2 within the client's infrastructure to support audio, video and content sharing capabilities.
- Full deployment documentation provided to the client upon completion.
- Create and keep on file a detailed guide and best practices document specific to the client's environment to aid future deployments within that environment.
- Fix any deployment issues or problems (not resulting from product defects) within two business days after being notified by the client, which arise within thirty days of completion of the deployment service.

## Maintenance

The per-device Surface Hub 2 maintenance service, valid for one-year from the order date, is delivered to the client remotely under a two-hour SLA during normal business hours. The service provides unlimited technical support and troubleshooting to fix network issues, banned issues, software problem and related issues for Surface Hub 2 to operate properly.

Guidance may be provided to the client on:

- third party interoperability and integration with Surface Hub 2
- best practices specific to the client's environment and product manageability.
- software, back-end upgrades, or changes and their impact to Surface Hub 2's functionality.

The maintenance may be renewed annually on a per-device, per year basis by ordering the maintenance and support only service, described on page 9.

The maintenance service does not replace device warranty or manufacturer maintenance (where applicable). Troubleshooting, investigating or resolving single occurrence or individual issues not related to Surface Hub 2 are not included.

## Pricing and ordering codes

### UK & Ireland

SKU	Part number	Service description	MSRP
5341885	CTG-MDH	Virtual deployment & maintenance - 1 year	755 GBP

### Europe

SKU	Part number	Service description	MSRP
5341885	CTG-MDH	Virtual deployment & maintenance - 1 year	850 EUR

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