

Case Study:

## Audio Visual Break-Fix

Customer:

## HMS Collingwood Head Quarters Maritime Warfare School

### Overview

HMS Collingwood is the Royal Navy's largest training establishment. It is the headquarters of the Maritime Warfare School delivering training in Warfare, Weapon Engineering, Diving, Physical Training, Chemical Biological Radiation Nuclear and Damage Control, Sea Survival, Seamanship and Military skills. The Royal Navy provides a wide range of learning opportunities. It delivers these through its training establishments across the UK, relying heavily on audio visual (AV) technology.

#### Our challenge

The Royal Navy asked us to extend our service to cover its full nationwide fleet of AV components, including smart boards, interactive display equipment, digital displays, meeting room technology and much more.

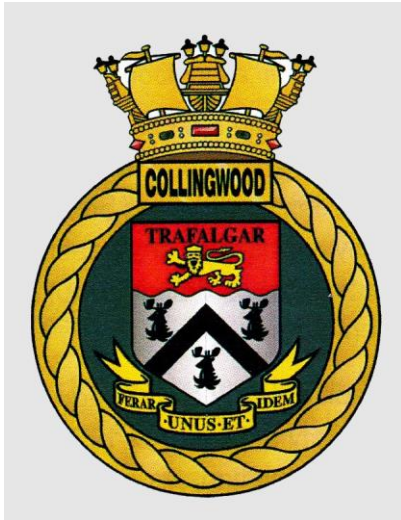
#### What we are doing

We provide a single point of contact for Royal Navy training staff to report faults to any piece of AV training equipment and log calls. Depending on the nature of fault, a Quadratek engineer will then travel to the site and:

- Repair the equipment onsite – our engineers carry a selection of spares
- Bring the equipment back to our Hampshire HQ, repair the item there and test it thoroughly before redeploying onsite

“The relationship with Quadratek, and particularly with Mikey, has been sound from the outset, setting a bench mark for an efficient, professional and flexible service”

Our team will find solutions such as updating user access devices (UADs), installing new drivers, reconfiguring devices or, where necessary, replacing the equipment.



### **What we are doing cont'd**

The nature of the Royal Navy's needs means we provide a prompt response within agreed service levels. We cover every site that uses AV equipment in its training courses and will take on any repair, from small fixes to major reconfigurations.

### **What the client said**

"The relationship with Quadratek has been sound from the outset, setting a bench mark for an efficient, professional and flexible service. I have been particularly impressed with the enthusiasm and the 'can do' approach where nothing is too much trouble"

Roy Brown, ICT PM1