



dms Custom Install Ltd

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An AV systems integrator that brings a fresh approach to the marketplace



## dms Custom Install Ltd is an AV systems integrator that brings a fresh approach to the marketplace.

dms Custom Install Ltd, has over 30 years' experience in the Audio Visual marketplace, to include technologies such as IPTV, Video Conferencing, Unified Communications and meeting collaboration solutions.

This allows us to offer custom specification, design, supply, installation and maintenance of IPTV, Video conferencing, audio and visual systems, Unified Communications and meeting collaboration solutions that suit every type of business or public sector project.

dms Custom Install Ltd is an independent market leading AV specialist, totally committed to satisfying the needs and requirements of its customers, no matter how big or small.

Our experience spans Government departments, leisure industry, B2B, Higher Education, corporate and public sector, so our clients can be assured that they can approach us with confidence for any type of project.

Moreover, our clients can rely on the fact that dms Custom Install is a truly independent systems integrator. Our total understanding of the open nature of today's mobile and fixed networks and technologies, allows us to engage with our clients to conceptualize, design, supply and deliver the most sophisticated bespoke multimedia systems to meet the demands of twenty-first century enterprises.

In brief, from HDTV and AV, to IT, IPTV, mobile platforms, Unified Communications, meeting collaboration solutions and custom app development, we are familiar with the capability and diverse range technologies in the market place today of which can all sit comfortably together in an integrated solution, and be monitored and managed from almost anywhere in the world.

We guide today's organizations through the maze of available options and then supply and install workable, future-proofed solutions using the latest proven, state-of-the-art technology.



We offer a full range of services to match any clients' differing needs. We supply products on a purchase only basis, but also offer a full design and installation service as well as after sales care, servicing and maintenance agreements.

#### WHAT WE OFFER

##### User Experience Labs

With the ever-increasing popularity of mobile devices, nowadays mobile apps have gained incredible importance for companies becoming their main point of visibility. We can design, install and maintain specialist integrated space to allow clients to test their products be it locally on a smartphone, tablet, PC and games consoles, or remotely at a participants home and even simply on a piece of paper. The technology is built around a digital matrix with seamless control via the clients' chosen AV system, with a branded custom-built user interface.

##### Audio Systems and Conferencing

We have a wide range of audio systems and conferencing solutions to suit a variety of environments and budgets. We can consult on all voice applications from small conference venues to large, full scale, heavily weighted audio conference calls.

##### Digital Signage

Digital signage is revolutionizing the way companies are displaying their information. Due to its flexibility and ease of use, digital signage has an advantage over traditional static signs as the content can be updated in real time and displayed in a variety of formats.

Digital signage is now present in shopping centres, hospitals, cinemas and schools in the form of information boards and LED walls.

dms Custom Install Ltd can consult on how digital signage can help you communicate information to a wider audience, provide the equipment and then install your preferred solution.

## **Unified Communications & Meeting Collaboration Solutions**

With a wealth of experience in this field, our technical team has the knowledge and skills to meet all your Unified Communications and meeting collaboration needs. Whether you want to have employees work from home or connect with other offices, empowering your team to contribute - no matter where they are - makes for more effective meetings and better productivity, no matter where you based. DMS Custom Install Ltd can offer the right solution which is tailor-made to your organisation's remote working needs.

### **Maintenance Services: Health Checks**

An experienced engineer will visit to review your system and carry out full Preventative Maintenance Check, followed up by a status report with any recommendations to get the most out of your system.

The Health Check is key to our tailored and personal approach and creates a starting point for the service history of your system.

By familiarising ourselves with your set-up from day one, we are ideally placed to get to the heart of the matter for you as soon as possible, without costly time wasting.

### **Telephone Support**

Simply log your call with our Helpdesk (available 08.30am to 17.30pm Monday to Friday) and an experienced engineer will call back within the hour.

With our knowledge of your system, we will endeavour to solve problems for you promptly over the telephone whenever possible.

Your dedicated account handler will also keep in touch throughout the year, to check the system is running smoothly and address any issues you may have.

### **Guaranteed Response Call-Outs**

If we are unable to resolve your audiovisual headache over the telephone, we will arrange for an experienced engineer to attend within 8 to 24 working hours - depending on your chosen package.

### **Preventative Maintenance Visits (PMV)**

Our extensive Preventative Maintenance Visits minimise future problems and help extend the life of parts. Remedial and preventative maintenance includes cleaning filters, optical valet, cable integrity, interface and switching quality, programme stability, A full report is issued detailing issues addressed and any recommendations.

### **Refresher Training**

User-friendly is our motto. So, we are happy when our clients are empowered and take full ownership of all equipment we install. That's why we offer up to two hours specialist training included in each PMV visit.

Our extensive knowledge of the AV Industry and its always-evolving products allows us to use the latest technology with the maximum impact and benefit to our clients.



#### Flexible Solutions for Businesses

We provide bespoke meeting collaboration solutions for businesses where campus wide and remote working flexibility is a must. Empowering your team to contribute - no matter where they are - makes for more effective meetings, boosting productivity. Get everyone on the same page with our TeamWorks™ visual collaboration software. Participate from any device and launch web-based conferencing with a single touch at the display



#### Corporate Solutions

We offer all audiovisual solutions for all corporate clients - from User-experience labs to, boardrooms to videowalls, from network operations center's to IPTV solutions.



#### Classrooms and Lecture Theatres

We offer bespoke solutions and integrated systems such as audio systems, interactive boards, projectors, tablets and overlays aimed at all types of schools and higher education institutions.



#### Intelligent communications platforms

The experience everyone wants. The platform they choose is our Flex MX which brings every option to the table. Simply and effectively.

No more hunting for different conference rooms for different types of meetings on different kinds of platforms. Flex MX supports both native, one-touch join for Microsoft Teams® or Zoom Rooms™ software and BYOD for all other platform software; all with just one room. Now every room can handle every type of meeting on any kind of platform with Flex MX.

Contact us to talk about your requirements and we'll be happy to discuss all solutions that best fit your needs.



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