

Ava Robot Services

Imagine enabling remote users to collaborate effectively with your teams or conduct site visits. Ava makes it all possible.

At the heart of our solution is the Ava Robot. Remote users can easily and safely navigate the robot through large workspaces, event spaces and retail spaces. Enterprise-grade videoconferencing makes interacting with people on-site perfectly natural — and offers a crystal-clear view of the facility.

Ava Enterprise Services

Ava Robotics and its certified partners provide a complete suite of services so that the benefits of Ava Telepresence can be fully realized within your environment.

Services include:

- Deployment service for installation and configuration of Ava
- Maintenance and operational support services
- Customization for specific applications
- Administrator and user on-boarding and training



Service Definitions

Deployment Service

Deployment services include:

- Pre-installation consulting: ensures optimum deployment of Ava based on a customer's application, facility, network and video conferencing environment
- Management of the project by an assigned project manager
- Installation and configuration of Ava
- Mapping of the customer's facility and creation of a user visible map
- Functional testing, acceptance and orientation
- Orientation to local caretaker, IT admin, and key remote users

Deployment Service can be offered with on-site or remote service.

Premier Maintenance

Once Ava has been installed and is operational, Premier Maintenance provides ongoing support and service including management of various robot functions through Ava Cloud Service which provides:

- Robot Management: monitor status, availability and health
- User Administration: manage users and preferences and create profiles
- Map Management: naming, modifications and maintenance of robot facility maps
- Session Scheduling: facilitate ad-hoc or scheduled user sessions

Additional Premier Maintenance services include:

- Software updates and upgrades (as available), including new features and fixes
- Support
 - Technical support: phone and email support during normal business hours
 - Advance parts exchange: next business-day delivery (most cities)
- IT Administrator training including operation, management and troubleshooting

Premier Maintenance can be offered with on-site or remote service.

