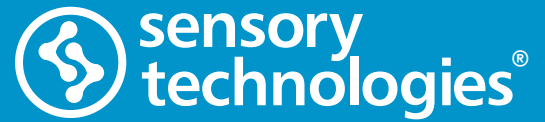


# ADOPT™

## On-site Support



People don't all adjust to technology the same way. How do you ensure your new solution does its job—making employees more productive by using these new communication and collaboration tools? Our ADOPT™ program places a human factors expert on-site (for days, weeks or years) to assist with technology adoption, event/meeting support, user empowerment, video production as well as more traditional support with preventive maintenance and system repair/diagnostics.

## SERVICES OFFERED

### Video/Content Creation & Management

We place our ADOPT™ Video Producers on-site to become part of our clients' culture and to better understand their company messaging.

- Live event production
- Internal communication
- Video training
- Customer-facing video
- 3D design/animation
- Internal broadcasting

### Meeting Support

Our ADOPT program places a human factors expert on-site for days, weeks or years to assist with:

- Audio/video conference meetings
- Managing room calendars and admin duties
- Consulting on town halls and global meetings
- Advising on future technology needs

### Break Fix & General AV Support

Your technology only provides value when it is optimized and operating correctly. A trained Sensory Technologies ADOPT specialist can immediately respond to all of your AV needs.

- Hardware/software support
- Preventative maintenance
- On-site for general AV support
- Supported by Sensory Technologies' Client Solution Center (Tier 2 & 3 expertise)

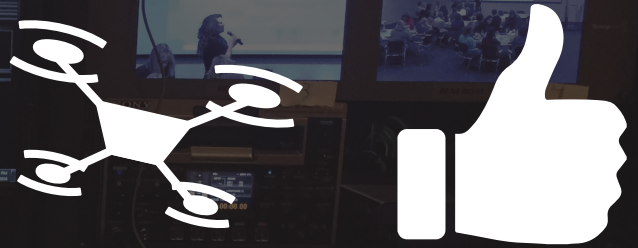


**"We're seeing tremendous cost savings partnering with Sensory as opposed to going project by project, with vendors"**

*- Ben Hall, Elanco*

# ADDITIONAL SERVICES

- Maintain large collaboration spaces
- Field Engineer type responsibilities
- Support C level meetings
- Drone and remote video management
- Other services can be customized to your organization's needs



## Sensory's Approach

# 98.6%

Satisfaction rating achieved by ADOPT specialists for the past year!

**1. Find the Perfect Fit** - We assess client's needs and identify ADOPT personnel either internally or through our network

- Utilize scientifically validated Predictive Index® to match job requirements with individuals behavioral drives
- All personnel vetted through professional background checks



**2. Train** – All Sensory ADOPT team members go through initial training and on-going customer service and technical skill development

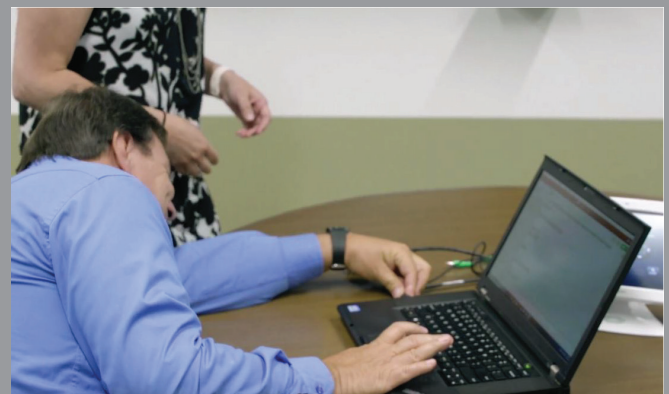


**3. Manage** – The Sensory ADOPT Manager meets weekly with the team to

- Share best practices
- Ensure access to all necessary resources

**4. Measure** – Insure return on investment (RIO) for client

- With client input, metrics are made for all goals
- Metrics are tracked and provided to client



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