



courtroom technology helpdesk and site support

We offer a range of service and support capabilities and can demonstrate commitment as a provider of advanced courtroom technical support services.

Many organisations want to sell a product and walk away, Evidence Technology is different. We believe that to be truly successful we need to provide and offer a superior and professional service and support solution.

Downtime is expensive and creates many negative effects. Simply put, downtime cannot be tolerated at any level. As a client you need to feel that you will be provided a level a support that means that you will not be subject to any negative events.

Evidence Technology is committed to a high level of client service. Our staff are trained across a broad range of technologies and products spanning evidence recording and processing, audio and audio visual systems integration, video conference, conventional communication and IT services.

Many of our staff members hold globally recognised technical certification on a range of products.

"evidence technology's understanding of the role courtrooms play in the evidence value chain helps us manage our technology in the context of complex process, systems and most important of all, our people and wide range of court users"

Australian Court Manager

Support Offerings

Evidence Technology provides:

- National Courtroom Technology Support Centre, accessible 24/7
- Dedicated issues, asset, and configuration management tracking systems to keep you up-to-date
- Qualified engineers located in close proximity to major Australian and New Zealand central court complexes
- Remote systems maintenance and support capabilities
- Rapid on-site service and a range of SLAs to match user requirements and budgets

Focus on Quality of Service

Evidence Technology understand that there is no substitute for local dedicated support personnel for effective delivery of normal and critical support. Also, that maintaining and building strong relationships with associated service providers enables our business to be highly responsive and accountable for outcomes.

When Evidence Technology is engaged to provide on-site support services it makes a number of important 'up-front' investments. To be an effective partner we seek to understand how your technology is being used – as opposed to simply fixing problems as they arise. By doing so we are well positioned to deliver outcomes that are aligned with your business objectives.

"simply put, downtime cannot be tolerated at any level in this industry"

Stuart Herring, former FTR
Global Support Services Manager

During the course of our relationship we will map-out systems and process of relevance to our support obligations and commitments. It is advantageous to share this information with our customers to ensure that our process improvement is also aligned with the way your organisation works.

Our Clients

Our clients include: Registrars and Courthouse Facilities Managers, Court Reporting and Transcription Firms, Police and Special Jurisdictions, Engineering Firms, and Specialist Equipment Vendors.

Evidence Technology can provide first line helpdesk services or specialist second and third level support facilities for your existing in-house support teams. Our aim is to be a seamless part of your team.

Keen to Know More?

For additional information about our courtroom technology helpdesk and site support services please call us on **1300 553 281**.