

| A culture of service

videlio 
QUALTECH

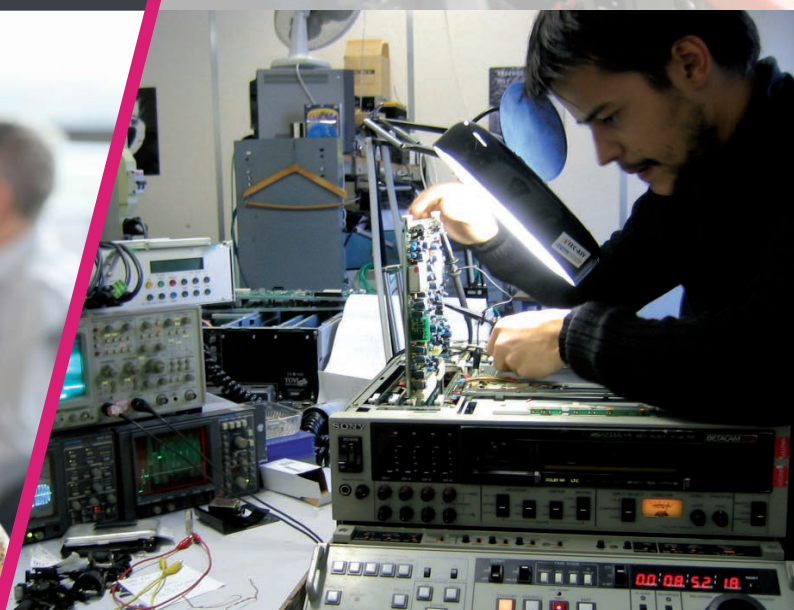
VIDELIO - Qualtech is a maintenance service provider company in the audiovisual field. With technicians well-versed in the latest technologies and state of the art equipment, it places its knowledge and expertise at the service of professionals, providing support, maintenance and repairs for broadcasting and institutional equipment, in the laboratory or on site.

VIDELIO - Qualtech can manage every kind of constraint relating to logistics, time and the repair of equipment sold. As a preferred partner to the largest manufacturers of audiovisual equipment, VIDELIO - Qualtech excels in ensuring that you have optimum use of your systems.

With its integrated call centre, VIDELIO - Qualtech gives you access to qualified technicians who will identify the level of urgency and determine the status of the request. After verification of data, the request will be processed autonomously (intervention on site, remote access) or by interfacing with the technical departments of the manufacturer.

The VIDELIO - Qualtech technical hotline services are subject to systematic evaluation by clients. A team of engineers analyses their level of satisfaction and rectifies any dysfunctions with a view to constant improvement of your level of satisfaction.

Through our quality system your company will have access to complete, powerful tooling for the repair, care and maintenance of your systems, from the audit phase through to training.



Performance & Innovation

Management, intervention, delegation, resolution; VIDELIO - Qualtech offers you its services to free you from your maintenance constraints and to enable you to be ever more effective.

VIDELIO - Qualtech sets itself apart through the use of an efficient real time tracking tool to monitor equipment repair, hotline calls and on-site repair requests.

Your accessible hotline

VIDELIO - Qualtech offers technical support in French, English and German, accessible 24/7.

Web portal access to the VIDELIO - Qualtech services

From the www.videlio-qualtech.com site you have direct access to our On-Line services site. You can report a technical incident, log an RMA or consult our knowledge database. Your request will be directly managed by a technician.

This tool is particularly effective and innovative, and imposes a zero defect standard within particularly short time frames. VIDELIO - Qualtech is investing every day in the improvement of its services and lead times.

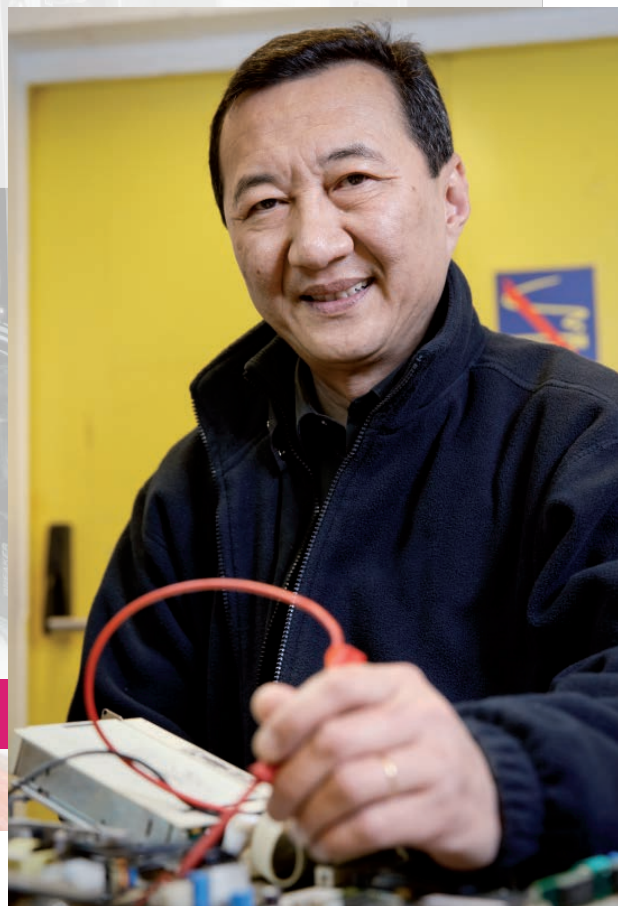


France Télévisions (France2, France3, France5 and RFO)

Telephone support and level 2 interventions on site for AVID postproduction products (over 800 items of equipment in 24 regions).

Provision of an expert to support France Télévisions during deployments.

Management, preparation and repair of the France3 SPARE equipment base.



www.videlio-qualtech.com

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