



It's not just the **hardware**, it's the **hard work**.  
*And all the experience.*

*We've been helping our clients engage meeting attendees over the course of thousands of programs worldwide since 1997. What's more, many of our key people have been with Vistacom since the early days providing consistently dependable performance meeting after meeting. Our clients have benefitted from our wealth of experience and we invite you to do the same. Utilize Vistacom's hands-on knowledge to help you enhance meeting effectiveness, achieve meeting goals, and maximize the value of our audience response technology.*

*We're committed to providing "best-in-class" customer service. Our customer-centric attention to detail is so unique, we've given it a name: VistaCare. This high-touch service is delivered through our professional account management teams, ancillary support services, and dependable, professional system specialists.*

***We are here to assist you every step of the way; before, during, and after your event.***

## Before the Meeting

Our pledge is to provide responsive and professional service and support right from the beginning. Your account executive will work closely with you to guide the process starting with your meeting goals and objectives. We will then dig deeper to learn about your attendee make-up, assist with the questions to be asked, provide options for the result slides and discuss the software choices that best fit your meeting requirements.

Our support includes:

- Collaboration in developing the questions and graphics for the meeting
- Recommendations of features to include in your meeting
- Review of each question and results slide for accuracy and visual appeal.
- Ancillary support services to facilitate the management of your project, such as:

**User's Guide:** a step-by-step, easy to understand support tool to assist in the development of your audience response questions, how best to display the results and an overview of the customized reports available to you within two (2) business days of the event.

**Online Command Center:** a secure online project control tool that provides 24/7 access to your event information and enables file exchange, logistics management, to-do list and email auto reminders.

## During the Meeting

Our goal is to make sure that you have a flawless meeting. We provide a fully trained System Specialist to work side-by-side with you during the entire meeting. Your System Specialist will arrive the day before the meeting to set up and test the equipment. Back up equipment is always included. We also allow for a final review and rehearsal of the questions to make any revisions. The result? You can relax, knowing your meeting will run without a hitch and the end result will accomplish your objectives.

## After the Meeting

In addition to receiving reports on site at the conclusion of the meeting, we will have the results files posted to the **Online Command Center** within two (2) business days of the meeting. We archive all the meeting content for your convenience at no expense to you. This information is available to you at anytime. Naturally, Vistacom's staff is



vistacare means *client care*,  
before, during and after your meeting

also available to answer any questions you may have in the days following the event and can furnish you with additional, customized reports upon request.

Shortly after the meeting, we will send you a VistaCare survey to collect your feedback on our service level and recommendations you would like to share with us to better serve you at future meetings. We're confident that through your VistaCare experience, you'll never consider taking your business elsewhere.

## More Effective Meetings, Anywhere In The World!

Vistacom is global in reach, with operations throughout the U.S. and another office in Munich, Germany. So whether your meeting is just around the corner or in another corner of the world, contact us to learn how Vistacom's audience response services can maximize the effectiveness of your meetings.



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Vistacom Information Systems, Inc. 256 Eagleview Blvd., PMB #339 Exton, PA 19341  
P 484.879.2280 F 484.879.2203 E info@vistacomusa.com W vistacomusa.com