

GOVERNMENT SUPPORT SERVICES

Effortless technology for smooth-running operations



Technology you can trust

Government agencies around the globe rely on our complete ecosystem of certified, robust, and [TAA-compliant](#)^[4] Audio-Visual and Unified Communications technology to achieve their secure communications initiatives. Our expertise in this arena, supported by key security certifications and approvals, helps ensure your needs and mission requirements are fulfilled every time.

Crestron solutions can be deployed wherever you need to provide advanced, secure communication and collaboration capabilities.

Wherever you need it

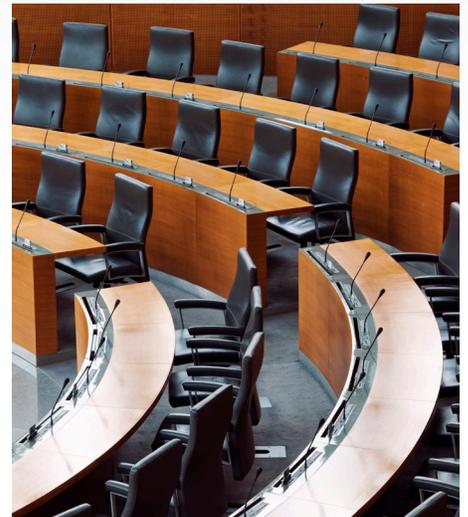
From meeting rooms, video conference rooms, and classrooms, to command center and emergency operations center. From huddle spaces and research labs, to auditoriums and courtrooms. From a single room to an entire building or multi-national organization.



MULTI-CLASS CONFERENCE ROOM



COURTROOM



GOVERNMENT CHAMBER

Secure by design

Central to our government partners' success is our unwavering commitment to security. A secure system doesn't just happen, of course. It requires a robust process:

PRODUCT CONCEPTION

DESIGN

MANUFACTURING

FINAL TESTING

GSS Partner Program^[1]

- **Dedicated government account manager** for direct assistance.
- **Software Development Tools:** Direct access to the latest Crestron software tools, IR drivers, modules, file transfers, and more through our website and FTP server.
- **Technical Design Assistance:** Our technical sales representatives are available to provide complete system solutions to meet your needs. Contact our sales support services department toll free at 1-888-273-7876 (Option 3).
- **True Blue Support 24/7/365:** Around-the-clock technical assistance from each of our global offices. To speak to one of our True Blue Support representatives, call us toll free at 1-888-273-7876 (Option 1), email support@crestron.com, or contact us via chat at crestron.com/support.
- **Advanced Training:** Our renowned Crestron Technical Institute (CTI) offers you the most comprehensive training courses in the industry, including system design, installation, and programming. Visit crestron.com/training for course descriptions and schedule.
- **Extended Limited Warranty^[2,3]:** A five-year extended limited warranty on all eligible Crestron products. Our industry leading coverage protects your technology investment over the long term.
- **Direct RMA/Advanced Replacements^[2,3]:** Should you require support for a Crestron product, simply call our True Blue Support line and our agents will work with you to efficiently address the problem. If a Crestron product fails during the warranty period, and such failure cannot be resolved in a timely manner by the Crestron True Blue Customer Support team, they will help to arrange a return and replacement, including advanced replacements of eligible Crestron products.

Connect with us

Call the GSS Technical Support Hotline
855-445-6097

Crestron Flex Care service^[3]

Crestron Flex video conferencing system coverage, in addition to the standard service and support, is available at crestron.com/FlexCare.

^[1] Partner benefits subject to regional availability and terms and conditions. Other restrictions may apply. Crestron reserves the right to modify or cancel this program at any time without notice.

^[2] Subject to the terms of Crestron's warranties and terms and conditions of sale available at crestron.com/warranty. Exclusions apply. For details, see the Five Year Extended Limited Warranty for Government Support Services, A+ Educational, and Enterprise Partner Programs available at: crestron.com/Legal/sales-terms-conditions-warranties/5year_ext_limited_warranty_gss_aplus_epp_partners.

^[3] Any product for which a premium subscription support plan is offered by Crestron (e.g., IV-VXCARE or UC-FLEXCARE) is otherwise excluded from extended limited warranty and advance replacement benefits under this partner program.

^[4] See crestron.com/solutions/market/government-eoc-noc-ccc-courtroom-automation for a list of TAA-compliant products

LEARN MORE AT CRESTRON.COM/GOVERNMENT

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