



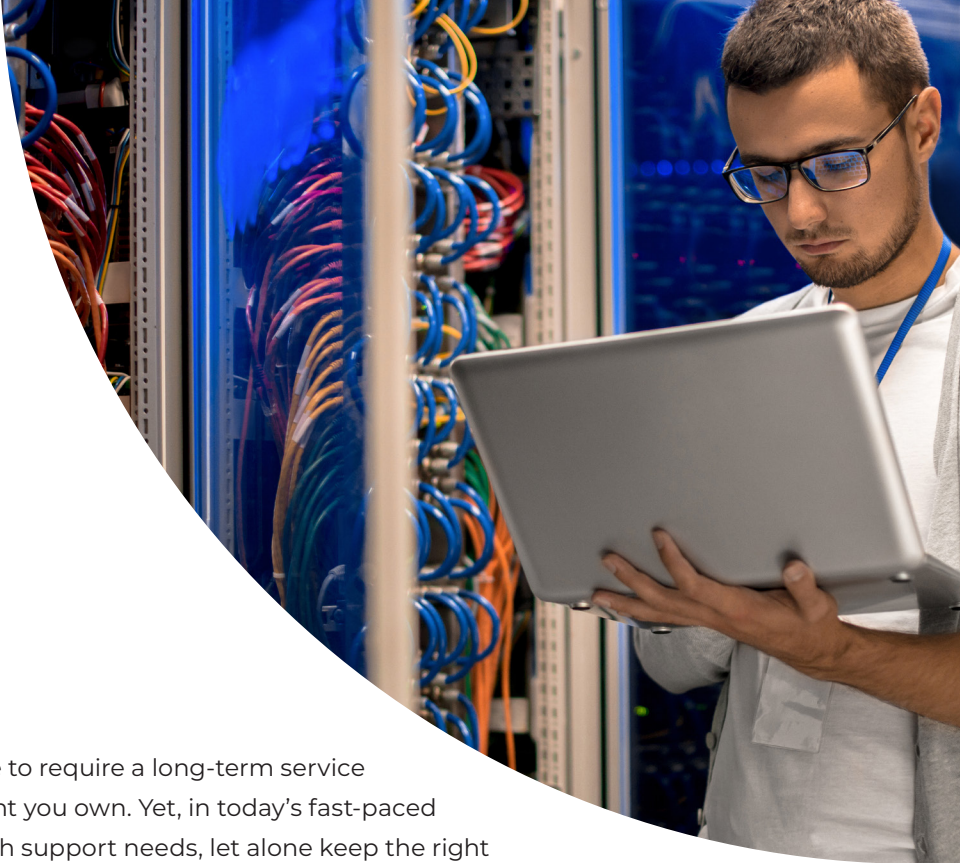
Prepaid Service

Field Tech Support When You Need It

Having reliable field tech support does not have to require a long-term service contract or a catalog of every piece of equipment you own. Yet, in today's fast-paced environments, it can be challenging to scale tech support needs, let alone keep the right expertise on staff to manage specialized systems and aging infrastructures.

Diversified can help with that. Our Prepaid Service provides clients the option to pay for on-site technical visits in advance, enabling rapid response as needs arise. This standalone or bundled service ensures qualified, SLA-backed tech support can be dispatched on demand—giving you the expertise and flexibility you need.

Whether you're supplementing internal IT for complex technologies or simply want a safety net for specialized issues, Prepaid Service offers the agility and control to keep operations running smoothly and on budget.



Smart Coverage, Seamless Support

Cost Predictability: Prepaid visits offer budget certainty and no unexpected hourly service charges.

Financial Protection for Complex Systems: More control over cost for aging, specialized, or integrated high-value equipment with a prepaid model.

Timely Response: Reliable response standards guaranteed for all phone, email, portal and on-site needs – backed by Diversified's SLAs.

Everywhere Coverage: Visits available everywhere across metro (SLA-backed) and rural (best-effort) locations to meet operational needs.

Flexible Setup: Purchase as a standalone service or bundle with offerings like Pulse, Adopt, and Flex Sourcing for integrated support.run seamlessly.

SELECT YOUR BUNDLE

Choose the number of prepaid visits that aligns with your pace of operations and system demands.

REQUEST SUPPORT

Submit a service request via the portal, email, or phone.

WE DEPLOY

A certified tech is dispatched based on your SLA timeline.

ONSITE EXPERTISE

Our technician handles troubleshooting, repairs, or installations right at your location.

TRACK USAGE

Track visit usage and performance with clear, real-time reporting.

Contact us to learn how Prepaid Service can simplify your field support, speed up onsite resolutions, and keep your business running smoothly.

[Contact Us >](#)

2,700+

Associates

\$1B

Annual
Revenue

40+

Locations
Worldwide

70%

Fortune 1000
Clients

About Diversified

Diversified is a global leader in audio visual and media innovation, recognized for designing and building the world's most experiential environments. Our award-winning team specializes in delivering solutions for the most complex, large-scale and immersive installations. Serving a global clientele that includes major media organizations and retailers, sports and live performance venues, corporate enterprises, and government agencies, Diversified partners with clients to create spaces that bring people together and keep them coming back.



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