



## CITADEL TECHNOLOGY SOLUTIONS MEDIA RELEASE

### CitadelTech Launches New AV Support Application

**Melbourne, Australia – 29 January 2020** – Citadel Technology Solutions (CitadelTech) has developed a new application, [AVAssist](#), a trusted advisory service that leverages cloud-based technology and connects users with a single touch to experienced AV/VC technicians via high quality video.

Some of the common scenarios that AVAssist supports include video conferencing connection issues, audio and video quality issues, resolving system error messages, or simply how to get an unfamiliar environment to work.

“We developed AVAssist to give subscribers a quick, simple way to connect in real-time with a technician to discuss a problem and, if needed, show the environment using a smartphone camera. In our experience around 70 - 80% of issues commonly faced by users can be resolved quickly if a technician can see the problem. AVAssist lets that happen without the expense of an on-site visit.” said Mike Ricketts, General Manager of CitadelTech.

For those problems that can't be resolved immediately we offer timely advice and logical options on how to address the problem in the most cost effective manner. AVAssist can be used in conjunction with internal IT support departments and can tailored to meet specific client requirements.

AVAssist is currently the only application that provides instant video support for AV/VC issues from an Australian based support centre and is easily deployable across organisations of all sizes.

A subscription based service, AVAssist pricing starts at \$20 per month for 20 minutes of video support. A free trial of the service is currently being offered and the application can be downloaded at no cost via the Apple Store or Google Play.

For further information please contact:

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#### About CitadelTech

CitadelTech is a specialist data, video and voice technology management business. They help clients manage the complexity of making technology work in the most practical, appropriate and cost effective manner possible.

Peace of mind, certainty and confidence are all delivered by CitadelTech's dedicated technicians, engineers, and support personnel, who understand that these enabling technologies are part of the fabric of daily life and they need to work flawlessly, always.

Find out more at: <http://citadelgroup.com.au/citadel-technology-solutions-experience/>