

NETGEAR® Onsite Engineering Assistance for AV over IP Deployments

Mission-Critical Expertise When It Matters Most



In today's AV over IP deployments, every second counts—especially when you're managing live events, large venue installations, or complex, multi-vendor environments. The NETGEAR Onsite Engineering Assistance service is purpose-built to deliver expert-level support exactly when and where it's needed. Whether you're facing a high-profile event, navigating an accelerated installation timeline, or tackling a first-time ProAV switch deployment, this service brings a seasoned Systems Engineer directly into your workflow—onsite or remotely—to ensure a successful outcome.

Our senior engineering team becomes an extension of your technical crew, bringing deep knowledge of NETGEAR AV switches and real-world experience in demanding ProAV scenarios. From pre-event validation to live-day issue resolution and post-event analysis, we provide end-to-end technical assurance so you can focus on delivering flawless experiences. With NETGEAR's support, you gain more than just troubleshooting—you gain a trusted partner dedicated to reducing risk, accelerating deployment, and safeguarding your most mission-critical moments.

Service Highlights



Senior Engineering Presence

Gain access to experienced NETGEAR Systems Engineers who provide hands-on or remote guidance during all critical phases—from planning through execution—offering immediate expertise and real-time support.



Live-Day Troubleshooting

Stay in control during high-pressure moments with direct SE involvement for on-the-spot problem-solving, technical escalations, and performance tuning during the live event or go-live window.



Pre-Event Validation

Minimize surprises on game day with comprehensive system checks, configuration reviews, and readiness assessments conducted in advance to ensure your network is fully prepared.



Post-Event Debrief

Receive a structured technical summary and configuration feedback within three business days, including recommendations for future improvements and documentation of key learnings.



Contact the Professional Services Team ProfessionalServices@netgear.com
to learn how we can assist you with the NETGEAR® Onsite Engineering Assistance for AV over IP Deployments

Key Benefits

- ✓ Confidence during critical go-lives
- ✓ Reduced risk of deployment failure
- ✓ Trusted expert oversight
- ✓ Flexible global coverage

Ideal For

- ✓ Event production teams managing live broadcasts or installations
- ✓ Large venues like stadiums, theaters, or conference centers
- ✓ AV integrators with strict deployment windows
- ✓ Multi-vendor ProAV setups needing expert oversight
- ✓ Customers requiring NETGEAR's direct technical involvement

How to Purchase

To purchase NETGEAR Onsite Engineering Assistance, contact your NETGEAR Sales Representative or an Authorized Pro AV Distributor. A Statement of Work (SOW) is required for all service engagements and must be completed prior to scheduling. The SOW clearly outlines the scope of work, including deliverables, service activities, location, and any applicable travel requirements. This ensures alignment between all parties and sets expectations for service execution.

Quotes will be based on the total number of service days and any applicable travel expenses, calculated in increments of 50 miles (80 km) beyond the standard radius (100 mi) of the assigned System Engineer closest to the project site. All variables are defined and confirmed in the SOW, which serves as the authoritative reference for service scope, duration, and logistics.

