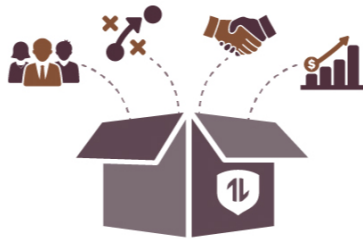


## OneVision Adds SnapAV OvrC Support

Written by Frederick Douglas  
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OneVision Resources now supports the OvrC remote systems management (RSM) solution, bringing about a turnkey solution combining the OneVision service platform with the support and management features of OvrC.



The partnership between OvrC and OneVision brings together OvrC troubleshooting and diagnostic tools and the OneVision service platform. Making the partnership possible is the OvrC "groups and permissions" feature set, allowing installers to grant the OneVision team of service and support experts to monitored sites. Such access allows OneVision to leverage to full OvrC feature set to monitor and manage client homes.

In addition to leveraging OvrC to provide 24/7 monitoring and support, the OneVision service expert team works closely with employees throughout the company to implement a service playbook. With OneVision leading the development of the service department, installers get rid of the burden-of-service, allowing them to focus on projects, sales and other high-level operational initiatives.

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