

To whom it may concern,

In November 2010, RMIT University took the bold move to outsource its preventative maintenance and on-site support services for its audio visual function. Following a rigorous tender process, InSight Systems were contracted to deliver these services.

In the year since their appointment, InSight Systems have successfully integrated with the University community and made significant improvements to RMIT's audio visual service and preventative maintenance program. These achievements in the past twelve months are exemplified, in part, by the following statistics:

- - 2000 room preventative maintenance services have been undertaken including 8,800 pieces of AV equipment (compared to 0 in the previous year)
 - - 2,700 calls for assistance have been responded to and resolved (compared to 967 in the previous year)
 - - outstanding calls for assistance have been reduced to an average of 14 calls per week; this has been reduced from 350 calls that were outstanding at November 2010.
 - - 700 events have been successfully staged and managed
- InSight Systems has become a valued member of the RMIT University team that can be relied upon to deliver services in a rapid, professional and friendly manner. RMIT looks forward to our ongoing engagement with InSight Systems and the delivery of first class audio visual solutions for the University.

Regards,

Brian Clark
Executive Director
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RMIT University

