

The High Country AV Process Guide

See the proven framework that will help your next AV project go the way it should.



Have You Ever Had an AV Project That's Gone Way Over Budget, Taken Far Too Long, or Resulted in an Outcome That Didn't Meet Your Expectations?

These issues are common. But your next AV project should be different.

Any installation project will have unforeseen challenges. But, at High Country, we've developed a proven process that minimizes change orders and reduces the damage caused by hidden hurdles. It's been proven in mission-critical systems in major corporations and government facilities.

It's not a silver bullet – but it is a better way forward.



Here's How it Works.



Step 1: Contact

Start your AV project by contacting us online or at 720-575-2494. We'll set up a time for a consultative call, where you'll speak with a Colorado-based AV expert to discuss factors like:

- The current state of your AV systems
- Budget considerations
- Space considerations
- The requirements of your end users

During the call, we may take the first steps toward outlining a solution, but in most cases, our purpose is to outline your requirements as fully as possible.

After your consultation, we'll move to Step 2.

Step 2: Research

Our team will conduct rigorous analysis and planning so that we can present you with a solution that's ideally fit to your needs. This may involve:

- Product pricing information
- Research on how new equipment will integrate into your current AV setup
- On-site technical review if needed



Too many AV companies rush the research phase. We don't, because it enables us to put together a comprehensive proposal that clearly addresses your AV requirements – and, ultimately, leads to a smoother installation.

Step 3: Proposal

Once we've conducted a thorough review of the factors that will impact your AV project, we'll create a comprehensive and transparent proposal. Our proposals often include:

- A detailed presentation of our recommended approach
- A presentation of an alternate approach
- Resumes of any key personnel that would be assigned to the project
- Fee proposal and assumptions
- Examples of past performance and references
- A line-by-line fee breakdown
- An alternate fee breakdown
- Spec sheets on any products used
- Insurance verification



Many proposals lack thoroughness or transparency. We make sure to nail the details during this step, because the more thorough the documentation upfront, the smoother the project goes.

You'll be able to review the document and provide any feedback, and our experts are readily available to talk through any alterations you're considering. This step concludes with a finalized, signed proposal that sets the stage for your AV installation.

Step 4: Installation

The details of your AV installation will vary greatly depending on the equipment that's involved in your project. However, there are several principles that we follow carefully to keep your project on track:



Your installation will be done by in-house product experts.

Many AV integrators use third-party contractors. We never do. All work is done by AV-certified, in-house experts.



You'll get a dedicated project manager.

This person will guide your project and be accessible via phone and email. They'll attend all relevant meetings (like construction meetings with General Contractors) to ensure information is clearly communicated.



We adhere to timelines and budget as much as possible.

While perfect projects are rare, our team is agile and built to hit project schedules to the greatest accuracy possible. Our internal communications are clear and efficient.



We proactively communicate progress.

We commonly use the iAuditor platform, which enables you to log in and see daily progress on your AV project so that you'll never be in the dark as to what's going on. If any hurdles do arise, we'll reach out immediately with status updates, so you'll never be caught off-guard about project timeline or scope.



Step 5: Commissioning

After the installation process, our team will commission your new AV system so that it's ready for use. This step often includes:

- **Completing audio or video calibrations** and final programming changes as needed.
- **Testing your system** fully to ensure that it's working the way that your end users need it to.
- **Providing any relevant training** on functionality and features so that you'll have full confidence in operating your new AV system from Day One.
- **Providing comprehensive documentation on your new system.** This includes all asset information – from device serial numbers to IP addresses – so that anyone can come in and quickly understand how your system is set up.

At the conclusion of commissioning, your AV system will be fully ready to go.

Step 6: Support

Finally, we continue to provide value after your project is deployed. We take pride in creating systems that deliver ongoing value, which is why we stand behind all of our work with a one-year workmanship warranty.

You'll also have the option to select ongoing support services. We can offer:

- Always-on-call support for any AV technology issues
- 24/7 remote monitoring to allow you to move from reactive to proactive support
- AV-as-a-Service to minimize the pain of maintenance and provide access to continual updates

The bottom line is that we can tailor an AV support package to best meet your needs.

Ready to Bring Your AV Vision to Life with a Proven Process?

While there's not perfect process, the steps outlined above will help your next AV project to go as smoothly as possible.

If you're ready to bring your AV vision to life, let's talk. Take the first step by [contacting us online](#) or at [720-575-2494](tel:720-575-2494).

Your next AV project can be different.



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