

Preventive Maintenance in Meeting Equipment Should NOT Be Overlooked When Budgeting for 2017

Making sure that equipment is in good working order in meeting spaces is critical to the success of an event. You can rest assured that if the sound system fails, meeting planners won't be happy and quite possibly won't return. Whose fault is it if the equipment fails? Well you may think it's the responsibility of the Audiovisual company your hired to manage your AV operation. But guess what? If the equipment is hard-wired into the building, you own it, and therefore the fault lies with the hotel or the conference facility.

Recently I was interviewed by Bryan Wroten of *Hotel News Now* for an article titled: "[Preventing technology failures in hotel meeting spaces](#)." The piece talks about the need for hoteliers to make sure they have the people and equipment ready to handle any tech problems that could arise; after all, hosting a meeting is stressful enough in its own right without having to worry if the presentation will actually take place. Microphones that don't work, sound systems that crackle and projectors that are dim can determine the success or a failure of an event – or at least how well or how poorly the meeting and the venue will be reviewed.

When audiovisual equipment goes bad, the maintenance of the systems belongs to the hotel staff. It's a hotel asset. Outside AV companies will be responsible for their own assets, but built-ins belong to the hotel, so the hotel staff need to be the ones responsible for the maintenance of those assets.

One of the best ways to make sure that meeting equipment is always at peak performance is to build preventative maintenance for event technologies into the budget each year. Even the best design plan that includes backups and built-in safety and training can be flawed. Hoteliers expect that the equipment they purchase and install will perform reliably and consistently. To ensure that this is the case, systems should be checked at least once a quarter. Building this into a hotel's preventive maintenance plan is critical – but it is often overlooked. A built-in house sound system that is properly maintained can provide 15 years of reliable service.

As technologies for meetings get more advance – integration for conference microphones, AV control systems, projectors/screens, digital signage, flat panels/video walls etc. is now becoming mainstream – maintaining these systems is even more critical to not only ensure a successful meeting but to protect the brand or facility's reputation as a viable player in the event market. With the October budget season right around the corner, there is no time like the present to add Preventive Maintenance for meetings technologies to the spreadsheet. If you are unsure as to what to budget for, just give us a call.