O V E R V I E W

Video Conferencing

Video Managed Services

Today companies seek more cost-effective and efficient ways to conduct business and have turned their interest towards centralized remote management capabilities and outsourced managed services.

Video Managed Services (VMS) provides our customers with the ability to fully outsource the management and support of video conferencing to an experienced and trained staff. Through our tools, personnel and network connectivity, we remotely monitor and manage video conferencing services to ensure they are at their optimal levels, which allows you to focus on conducting your business.

With Video Managed Services, we become your one point of contact for all your video conferencing needs including:

- Live operator assistance and conference support
- Online scheduling and conference management through Video Online
- Managed network extranet for secure remote management of private networks.
- Device/bridge/endpoint monitoring
- Project support teams
- Additional services including room rentals, streaming capabilities, event services, training and marketing assistance

Live operator assistance and conference SUPPORT

Our video helpdesk operations facilities are located in the United States, United Kingdom and Australia in order to deliver global support to you 24x7 via the phone or email. Our teams are responsible for answering all incoming traffic for reservations, technical support and live operator assistance before, during and after your conference.

Video Online

Video Online provides you—no matter where in the world you may be—with a one stop web portal available 24x7 for scheduling, managing and supporting video conferences, equipment and infrastructure. Designed to interact with various video infrastructure product API toolsets from multiple manufacturers, Video Online automates:

- Conference reservations and set up
- Live conference management
  - o Add sites at a moment's notice
  - o Extend the conference duration
  - o End the conference for all participants
- Trouble ticket management
- SLA management
- Reporting

For more information please telephone

**Today's Conferencing
847.749.2565**

Managed Network Extranet

In order to successfully manage our customers in a secure environment, we utilize our video managed services extranet. This firewalled hosting facility provides connection points to all our managed video services customers. The extranet gives our video technicians safe and secure access to private networks and video overlay networks provided to customers who do not want their video environment to be a shared part of their private network.

This firewalled facility can be utilized for bridge hosting, device hosting, secure network tunneling and applications hosting, as well as providing a secure delivery portal for all monitoring information fed to Video Online.

Device/Bridge/Endpoint Monitoring

All of your user, device, room, maintenance, MCU and call routing guidelines are maintained within Video Online. We can manage commercially available applications that sit within your network along with our own hosted management applications.

Our technicians can monitor bridge management tools or bridge and endpoint web portals in order to interact with equipment or infrastructure on premise at your location. Add to that the use of Video Online and we can completely control all aspects of your video infrastructure. Video Online provides all the information our video technicians need through one portal.

Project Support Teams

To assist you with implementing Video Managed Services, our team of video professionals is ready to support the initial design, scope of work and project implementation. Your team includes project managers, engineers and technicians who help manage deployment of services and then works with your specifications to continue to manage your services.

Additional Video Conferencing Services

Room Rentals
With our database of more than 10,000 public video conference rooms available in almost every major city, you or your client can conduct business without having to spend time and money traveling to a meeting.

Event Services

If you're short on time and resources or just want some extra assistance to make sure your video conference event is flawless, our expert event services team helps you plan, conduct and wrap-up your event so you can focus on your message—all at no additional charge.

Streaming and Webcast Services
Extend the reach of your video conference to those who may not have access to video conferencing equipment though an online video stream. Participants connect using their computer and Internet to see and hear your conference streamed live. Streaming can also be archived for those who missed the live conference.

Training

Having the equipment and service at the ready is no good unless you know how to use it. We provide complementary training to get you up and running. Through live and/or virtual training, we'll make sure all users are successful when using our video conferencing solutions.

Marketing Promotion
Our marketing team can assist you with getting the word out to your corporate community about our video services. Programs can include a video open house to promote equipment usage and collateral template development to help make it easy to communicate updates.