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| **{Your Company Logo}** | |  | Managed Conferencing Service | | |
|  | |  |  | | |
| **Overview**  In today’s global economy, relationships are more important than ever, requiring face-to-face communication with colleagues, partners and customers. Yet, new economic realities often prohibit travel schedules that are costly in time, resources and budgets.  Video conferencing powers the new way of working where everyone, everywhere can be more productive with face-to-face collaboration through video conferencing solutions.  Powerful yet affordable.  The **{Service Name}** complements, rather than replaces, the tools you depend on to manage your Video deployments. It is designed to work the way you need to, with remote access and better control and visibility into your Video   * Common user experience platform * Intuitive **{Service Name}** Portal * Dashboard with status of customer environments * IT assets inventory and assessment * Monitoring, alerting, and reporting | |  | ***Video Solutions*:** *Telepresence, HD video conference systems, Infrastructure*, *Providea Presence™*, *Tandberg (Platinum), Polycom, LifeSize,*  **Conferencing Services:** Video, audio and Web conferencing  ***Network Services:*** *Converged and overlay*, *ISDN Transport*  *(SDS), Routers, switches*  **Auto-discovery**: of video endpoints with creation of  asset records  **Historical**: call quality reporting for trending and capacity  planning  **Reporting** : 24x7 Client portal with self-service reporting for availability, Quality of Service and ROI.  The **{Service Name}** service discovers video devices on the  network and displays the topology.  The **{Service Name}** service provides a complete inventory of Video infrastructure and endpoints in your network. | | |
| Activity | Basic Notify/Fault | | | Full  Monitoring | White Glove  Management |
| **MONITORING** |  | | |  |  |
| 24/7 Up Down Monitoring of all Video Endpoints and Infrastructure (CTS, Tandberg, Polycom & Lifesize) | YES | | | YES | YES |
| Incident Detection, Recording and Reporting | YES | | | YES | YES |
| Automated Event Correlation | NO | | | YES | YES |
| Incident Notification | YES | | | YES | YES |
| Problem Identification | YES | | | YES | YES |
| Real Time Call Monitoring | NO | | | YES | YES |
| CDR Historical Monitoring | NO | | | YES | YES |
| Network Troubleshooting and Monitoring | NO | | | NO | YES |
| Remote Equipment Monitoring | NO | | | NO | YES |
| **REPORTING** |  | | |  |  |
| Online Standard Reports for Availability and Performance | YES | | | YES | YES |
| Monthly System Analysis Reports | YES | | | YES | YES |
| Schedulable Usage Reports | NO | | | YES | YES |
| CDR Reports | NO | | | YES | YES |
| Endpoint & Infrastructure Reporting | NO | | | YES | YES |
| Asset Tracking Reports | NO | | | NO | YES |
| Network Usage Reports | NO | | | NO | NO |
| **CUSTOMER PORTAL** |  | | |  |  |
| Custom Branded Portal for customers to access available via web or mobile | NO | | | YES | YES |
| Real – Time Dashboards showing fault, performance and usage across all devices | NO | | | YES | YES |
| Historical Dashboards show video usage, growth and help to identify potential problem areas | NO | | | NO | YES |
| **HELP DESK** |  | | |  |  |
| Web Based Help Desk for Ticket Creation and Tracking | NO | | | YES | YES |
| D:W:M Reports on incidents found and incidents fixed | NO | | | YES | YES |
| Access to Engineering support to diagnose and resolve incident | NO | | | NO | YES |
| 24/7 Phone Support | NO | | | NO | YES |
| **Management** |  | | |  |  |
| Software Patch Level Reports | NO | | | YES | YES |
| Hardware Configuration Reports | NO | | | YES | YES |
| Software Patching | NO | | | NO | YES |
| Automated Incident Response Including Re-Starts | NO | | | NO | YES |
| Room Certification | NO | | | YES | YES |
| Conference Scheduling and Production | NO | | | NO | YES |
| Concierge Service | NO | | | NO | YES |

**{Your Boiler Plate}**