

INTERCALL VIDEO MANAGED SERVICES

SERVICE MODELS



West Unified Communications Services provides our customers with the ability to fully outsource the management and support of video conferencing to an experienced and trained video network operations center staff.

Through our tools, personnel and network connectivity, we monitor and manage video conferencing endpoints, infrastructure and networks to ensure they are always at their optimal levels, which allows you to focus on conducting your business. With InterCall Video Managed Services, we become your one point of contact for all your needs including:

- Global operator assistance and conference support
- InterCall Video Online (IVO) scheduling system
- Conference and Device Management
- Managed network extranet for secure remote management of private networks.
- Device/bridge/endpoint proactive 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 and Norway in order to deliver global support to you 24/7 via phone or email. Our teams are responsible for answering all incoming requests for reservations, technical support and live operator assistance before, during and after your conference.

INTERCALL VIDEO ONLINE SCHEDULING SYSTEM

IVO is the VNOC's online reservation and call launching application. It can be branded using customer's logo and corporate color schemes. IVO also has an Outlook Integration plugin for an additional method of scheduling.

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 for 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.

DEVICE / BRIDGE / ENDPOINT MONITORING

All of your user, device, room, maintenance, MCU and call routing information are maintained within IVO and other management applications per customer design. 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/endpoint web portals in order to interact with equipment or infrastructure on premise at your location.

PROJECT SUPPORT TEAMS

To assist you with implementing Video Managed Services, our team of video professionals are 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.

Video Network Operations Service Models

MANAGED VNOC MODEL

With this model the customer purchases and hosts the required Multipoint Conference Unit (MCU) within their network, and provides the VNOC access for control and monitoring purposes over a single network link. InterCall continues to deliver all of the deliverables defined in the VNOC service level specification.

HOSTED VNOC MODEL

The Hosted VNOC model provides a customer with the video infrastructure capacity required to support their video usage. The infrastructure is managed and maintained by InterCall which includes maintenance contracts for facilities, power, and service. The Hosted VNOC model also includes HD/SD MCU ports, security devices, gatekeepers, and any other device required for InterCall to deliver the defined VNOC service level specifications.

CUSTOM VNOC MODELS

At times a customer may require customized VNOC Services. InterCall can develop a customized VNOC solution based on working with a customer to develop scope and pricing to match budgets as needed.

Managed Service Packages

West provides three levels of service to meet wide spread customer needs. Elite is the highest level of service designed to primarily support customers who are looking for white-glove concierge type services. Platinum and Premier are there to offer customers an option for management and escalation services whereby the VNOC works in conjunction with a customer's in-house technical staff.

Managed Services	Premier	Platinum	Elite
Endpoint Monitoring	X	X	X
Vendor Acceptance Testing	X	X	X
Configuration Assistance		X	X
Inventory Management	X	X	X
Endpoint Software Upgrades	X	X	X
Troubleshooting & Remediation	X	X	X
Level 1 – Phone Support	X	X	X

we connect. we deliver.



Managed Services	Premier	Platinum	Elite
Level 2 & 3 – Escalation Management		X	X
Scheduling and Reservation Management			X
Reporting Services			X
Training Services – InterCall Video Online (IVO)			X

Additional 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

You can extend the reach of your video conference to those who may not have access to video conferencing equipment through 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.

we connect. we deliver.

