Enterprise Managed Services

Realise the potential of your video conferencing investment

With the proactive and cost-effective monitoring and management that is part of BT Conferencing's Enterprise Managed Services, you're able to maximise video adoption, optimise equipment readiness and increase your video conferencing return on investment.

Have confidence in your equipment

BT's **One Care** gives you access to one of the largest and most experienced customer support teams in the conferencing industry. Our professionals hold more certifications than any other video conferencing provider, and possess years of experience in providing customer support and resolving equipment issues. BT's One Care global team is available to meet your needs when and where you need assistance.

Complex video systems take expert solutions

Video Bridge & Infrastructure Device management and hosting services extends your team to include the expertise of BT's trained and certified support personnel. Our remote management model allows you to increase cost-efficiencies by reducing or even eliminating onsite resource requirements, while maximising performance and quality of your video systems. With our extensive experience, tenured staff and innovative service solutions, BT is equipped to proactively manage your entire video conferencing environment including endpoints, gateways, gatekeepers, firewall traversal devices and bridges.

Onward removes all barriers

Our **Onward services platform** is an industry first, and provides support during service set-up, call production, troubleshooting, helpdesk tracking and billing. Interoperability via Onward lies at the heart of BT Conferencing's long-standing vision of bringing people together regardless of video conferencing system endpoints or network preferences. By utilising Telepresence Interoperability Protocol (TIP), Onward lets you easily schedule and launch conferences between different Telepresence solutions with traditional HD and SD endpoints.

Your conferences are supported by our global MPLS IP network

IP Video Connect brings you the unparalleled support of BT's extensive global IP network in more than 170 countries. With technical expertise worldwide, we can design, implement and support a network solution that delivers a quality video experience for your entire team.

Our remote approach saves you time and resources

Remote Equipment Monitoring (REM) enables BT technicians to monitor your endpoints, router interfaces, gatekeepers, gateways and IP/ISDN networks through a secure IP connection routed to your network. Our proprietary application dialogs with your equipment to determine the health of each device, provides automatic alert notifications and delivers status reports that you can access online any time.

Our full suite of services offer reliable, high-quality customer care

BT Engage Meeting Manager gives you the flexibility and convenience of scheduling, launching, monitoring and managing video conferences no matter what endpoint technology is being used. Designed with the non-technical user in mind, BT Engage is an easy-to-use web based application that prevents resource conflicts and ensures that every video conference has the desired features available during the call. As an example, favourite customer features of BT Engage include instant mute / unmute, connect / disconnect capabilities and the ability to easily extend a conference in progress.

In addition, with **BT Engage Tracker**, an add-on component to the BT Engage module, you're able to measure travel and CO_2 savings, which allows you to gauge actual ROI recognised from your video conferencing programme.

BT's Conference Production Services give you additional support, and can further assist in securing dedicated resources in areas such as multimedia management. To further simplify this level of Producer Assisted support, customers have the option of selecting from a pay-as-you-go structure or tiered pricing packages. Dedicated conference producers are also available to interact with attendees, push content, moderate Q&A sessions and choreograph site add/drops. Pre-conference planning sessions give you the opportunity to coordinate event requirements and resolve challenges before they become issues.

Service Level Agreements

Providing effective and quality-driven service solutions is a priority at BT. For over 25 years, we've focused on developing industry-leading conferencing services and backing these with **Service Level Agreements (SLAs)** that outline support and performance requirements, and our commitment to exceeding expectations.

Training and Adoption

Bringing it all together and maximising the potential of your video conferencing programme is of utmost importance. To assist, our **Adoption Programme** is designed so that it can be tailored to a customer's unique video conferencing environment. As such, it is structured to provide all levels of users from senior management to IT, administrators and everyday users with insight and resources for driving programme awareness and usage goals. Once completed, users have a comfort level with scheduling, managing and conducting video conferences, and using the technology more often and to its fullest potential. Your team will also learn more about tools and tips that assist with effectively measuring the return on investment of your conferencing programme.

Hosting Services

BT can accommodate the installation and operation of your Video Conferencing Infrastructure Equipment in secure data centre environments. **BT Hosting Services** are provided in data centre suites specifically prepared to accommodate the requirements of modern Video Conferencing Infrastructure Equipment, and include the following:

- Equipment racking
- Power
- Physical security services
- Controlled environment

Visit us online:

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