



Enterprise Managed Services

Realise the potential of your video conferencing investment

Enterprise Managed Services from BT Conferencing offer a proactive and cost-effective approach to maintaining and monitoring your video conferencing environment, ensuring that your system is ready when you need it.

Have confidence in your equipment

One Care gives you access to the largest service staff in the industry. Our professionals hold more certifications than any other video conferencing provider. Only trained BT Conferencing technicians with years of experience in providing customer support answer your service calls. Our global team is ready to meet your needs wherever you are, whenever you need us.

Complex video systems take expert solutions

MCU management and hosting services provide access to trained and certified support personnel when you need them. This remote management model allows you to maximise your cost-efficiency by reducing or even eliminating your onsite resource expenses.

Your conferences are supported by our global MPLS IP network

IP Video Connect brings you the unparalleled support of BT Conferencing's extensive global IP network across more than 170 countries, ensuring quality of service for every conference. With technical expertise globally, BT Conferencing can design, implement and support a network solution that delivers a quality video experience.

Our remote approach saves you time and resources

Remote Equipment Monitoring (REM) enables BT Conferencing to monitor your endpoints, router interfaces, gatekeepers, gateways and IP/ISDN networks through a secure IP connection from our technical centres to your network. Our unique application dialogues with your equipment to determine the health of each device, and provides automatic alert notifications and continuously updated status reports that you can access online at any time.

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

Engage Meeting Manager gives you the flexibility and convenience of scheduling, launching, monitoring and controlling video conferences from your desktop computer. Designed with the non-technical user in mind, Engage Meeting Manager is an easy to use application that prevents resource conflicts and ensures that every video conference has the desired features available during the call.

Conference production services ensure that meetings requiring dedicated resources and multimedia support are successful, effective and seamless. Dedicated conference producers are 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.



For more information please contact:

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Offices worldwide

The services described in this publication are subject to availability and may be modified from time to time. Services and equipment are provided subject to British Telecommunications plc's respective standard conditions of contract. Nothing in this publication forms any part of any contract.

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