



Bringing it all together

# One Source for Cisco TelePresence

## Complete management of your video investment

In today's fast-paced business climate, success centres on connecting with the right people at the right time and continuously building key relationships. Overcoming challenges such as distance, scheduling, travel and even fixed budgets can seem overwhelming when faced with a global marketplace.

The solution is simple: **One Source for Cisco TelePresence**

### About One Source

One Source for Cisco TelePresence combines Cisco's immersive High Definition technology with BT Conferencing's comprehensive management services, allowing you to interact with people, not equipment. With One Source, you choose the right mix of conferencing services, not a standard package, to support your unique user requirements. This combination of conferencing quality and support reliability maximises the return on your investment by driving user adoption through training, ease-of-use and a consistent user experience.

One Source reduces your costs through remote-centric support. We proactively monitor your solution with no onsite staff required. Your users enjoy the simplicity of a single application to schedule and manage all video calls with BT Engage Meeting Manager, our unique tool with the flexibility to support:

- A broad range of video endpoints including Cisco TelePresence, as well as traditional endpoints from Tandberg, Polycom and others.
- A comprehensive assortment of supported video call types including: inter-company (B2B) using the BT Global Video Exchange, telepresence, high definition and standard definition video calls.
- The flexibility to schedule and launch calls in ways that most suit their needs, from self-service to automated to producer assisted.

To make sure we deliver the best solution for your conferencing needs, our team works closely with you to deliver a comprehensive range of services with One Source for Cisco TelePresence.

### Why BT Conferencing?

With One Source for CiscoTelePresence, BT Conferencing is your partner for an easy to use, reliable and cost-effective video conferencing solution.

- One partner for all video conferencing and Cisco TelePresence needs
- Cisco Global Advanced Technology Partner for TelePresence
- Cisco Global Gold Certified Partner
- Proven track record of providing and supporting video, audio and web collaboration
- Global installation, training and support capabilities
- More than 60,000 video conferences produced annually

### One Source services

- Global Planning, Design, and Implementation (PDI) services
  - Customer requirements validation
  - Detailed room configuration designs and setup
  - Implementation and acceptance test plan
- System provision:
  - Global delivery of Cisco components
  - Attractive financing alternatives
- Managed application services
  - One Care Preferred
  - Bridge Management and hosting
  - Bridge Connect and Endpoint Connect
  - Global Video Exchange

One Source Managed application services	One Care Preferred	Bridge Management and hosting	Bridge and Endpoint Connect	Global Video Exchange
<b>Service management of endpoints</b> 24x7 call receipt, fault ticketing, and maintenance management	✓			
<b>Single point of contact</b> Management of all conference-impacting issues	✓			
<b>Administrative management of endpoints</b> Manage configuration of endpoints	✓			
<b>Remote Equipment Monitoring (REM)</b> Proactive monitoring and response to system faults	✓	✓	✓	
<b>Service management of infrastructure</b> 24x7 call receipt, fault ticketing, and maintenance management		✓		
<b>Administrative management of infrastructure</b> Manage configuration of infrastructure devices		✓		
<b>Infrastructure hosting</b> Hosting and management of infrastructure devices		✓		
<b>Call support</b> Schedule, launch, and support calls			✓	
<b>Business-to-business call support</b> Schedule, launch, and support cross-VPN calls				✓
<b>User adoption programs</b> Training and programs to support user community	✓		✓	
<b>Reporting</b> Online reporting and business reviews	✓	✓	✓	✓

## Visit us online:

 [www.btconferencing.com](http://www.btconferencing.com)

## 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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