



**Global Interactive Solutions, LLC**

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*"We connect the World"*

## Customer Questionnaire Managed Video Services & Support

We welcome the opportunity to welcome you as new managed services customer. In order for us to assess your needs, and to assist you effectively we need to learn about the status quo of your current videoconferencing deployment. Please collect the following information and forward it to us. Of course we will keep all information in strict confidence and only use it for the purpose of providing you with service & support for your video infrastructure.

- Current network diagram (Overview & Detailed version if possible)
- Details about core WAN/LAN infrastructure (Make/Model/SW Version of Switches, Routers, UC environment, Firewalls, Border elements, PSTN Gateways etc.)
- Additional logical details (Dial plan, Directory services, Voice/Video/RichMedia/Presence integration, Device/Service Provisioning & Management, Fault Management etc.)
- QoS enabled end-to-end for which technology?
- Available (guaranteed) upstream/downstream bandwidth per location?
- Remote access to management platform and endpoints available/possible?
- Number of clients by technology (H.323/SIP room systems, UC clients, other software clients, Mobile clients etc.)
- Are above clients managed – if so how?
- H.323/SIP room system details (Make/Model/SW Version/using which protocols including H.239/BFCP or PSTN integration etc.)
- Level of AV Integration of Video Endpoints – i.e. Crestron/AMX touch panels used to operate
- Typical day-to-day usage of UC/collaboration environment (what is deployed where, scheduled how, how does what client join/invites whom, integration from/to third party such as Exchange/Outlook, IBM Sametime, Microsoft Lync, other third party API integrations)
- Current known equipment and customer satisfaction issues
- What needs are most urgent to you?
- How can we assist you best to achieve your desired ROI and customer satisfaction level?

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