

Global Interactive Solutions Hosted Managed Services

**Expert consultation
and management
of video infrastructure**



VNOC Services – Total Managed Video Conferencing

We offer managed conferencing solutions to make video communication pervasive throughout your organization, drive higher usage and increase collaboration.

With our Total Managed Video Conferencing services, every aspect of your video conference can be managed. We have your needs covered whether it be from remote monitoring of endpoints or to a dedicated concierge operator, Global Interactive Solutions is your team.

We combine solutions that best fit your needs and let you choose a service level that meets your objectives. Many of our Total Managed Conferencing solutions are subscription-based with a fixed monthly price, so no budget-overflow surprises. We also provide training and adoption programs so that you see the ROI from your video room investments that you deserve.

We strive to make videoconferencing experiences as seamless as possible. Our objective is to provide executives and managers a high level of confidence that their video meetings will be a success. With 24 x 7 service, globally experienced videoconferencing experts that support many languages and based on decades of experiences with every make and model of VTC equipment and software, we are ideally suited to help our customers to get the best quality video experience every time.

CONNECTING THE WORLD
Mobility. Compatibility. Simplicity.

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How do we work?

- **Assessment and Inventory** of all your videoconferencing assets including make, model, software version, serial #, connected peripherals, location, site contacts, network information.
- **Testing** of your videoconferencing equipment, upgrading software levels, adjusting configurations to maximize audio and video quality and anything that could potentially affect your videoconferencing quality. We have the ability to assist effectively and in real time with you and our IT team optimize your videoconferencing experience.
- **Pre-configuration and optimizing** of your equipment to join pre-defined virtual meeting rooms with on-screen quick dial buttons, the ability to trigger a videoconferencing call to multiple other sites with the click of a button.

For the ultimate in service use **our Video Concierge Service** where one of our technicians will set up the call, welcome the participants, confirm proper audio and videoconferencing connectivity and quality, including camera positioning and then have the customer join the call. The concierge then monitors video call quality and video bridge operation throughout the entire call and is available on-demand to assist in real-time. You can schedule your call either via your email program (i.e. Microsoft Outlook), a web browser, or by simply sending us an email. We take care of the rest.

- Today's videoconferencing happens not only from corporate conference and boardrooms but more and more from **laptops, smartphones and tablets**. Our videoconferencing platforms not only support all of those devices but also feature some industry leading capabilities such as the ability to share content from mobile devices, not just participating with them, allowing managers on the road to actively steer and control a meeting i.e. from their iPad or iPhone.

Our **Video Training & Adoption Program** addresses not only technical issues but also digs deeper to look at communication needs, cultural sensitivities and tries to remove traditional barriers to adoption while measuring return on Investment.

Live and On-Demand Toll-Free Technical Support: Call a toll-free number or use one of our global access numbers to quickly reach technical support. We do not ask for contract ID's or other extraneous information – we understand that your needs are time critical and that you need real and effective assistance in joining your important call. That is why we only employ seasoned videoconferencing technicians and engineers that have decades of experience in the videoconferencing field, have video endpoints at their desk and have access to all the tools needed to assist effectively and in real time.

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