

InterCall's Video Managed Services



For more information:
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InterCall's Video Managed Services (IVMS) represent a collection of capabilities which allow customers to outsource the management of some or all of their video conferencing services to InterCall. IVMS brings together the conferencing experiences that we've offered for years in a controlled Service Provider model. Under the IVMS umbrella, InterCall offers:

- + Bridge management (on customer's premise or on InterCall's premise)
- + Remote endpoint management
- + Web-based scheduling and conference room resource management
- + Dedicated personnel to support video conferencing usage, call monitoring and equipment maintenance
- + Equipment purchase, maintenance and next day service

With InterCall's Video Managed Services, InterCall becomes your one point of contact for all your video conferencing needs.

Remote Bridge Management

- + InterCall will provision a private circuit from the InterCall Extranet to the customer premise.
- + InterCall can provision a backup circuit from a secondary Extranet as required, for redundancy.
- + InterCall will work with the customer in order to provide for Quality of Service, security and additional specific business needs.
- + InterCall will supply dedicated router to the customer's bridging infrastructure.
- + InterCall will load the bridge, rooms and devices to InView Online, our online video conference management and scheduling tool, and provision internal customer users (as needed) with reservations accounts.

NOTE: InterCall can remotely manage and call launch to Polycom MGC infrastructure. Additional brands can be discussed.

On-Site Bridge Management

- + As an additional advantage, choosing on-site bridge management means that InterCall can provide overflow cascade services or gateway calling service utilizing our multipoint bridge infrastructure. This allows your infrastructure to remain private and secure (dependant on the final configuration).
- + InterCall will place your bridge in our collocation facility.
 - The collocation facility provides "as needed" carrier redundancy, power redundancy, rack space, onsite infrastructure management and monitoring.
- + InterCall will provide a customized Service Level Agreement.
- + InterCall will work with you to provision network access to InterCall facilities with redundancy as required for the offering.

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- + InterCall will load the bridge, rooms and devices to InView Online and provision internal customer users (as needed) with reservations accounts.

Remote Endpoint Management

- + InterCall will work with you to provision InterCall access to your private network.
- + Depending on the configuration,
 - equipment from a shared environment will be connected to your network or
 - a dedicated infrastructure will be connected to your network
- + Trained personnel for handling point-to-point and multipoint reservations and providing active on-call monitoring as requested.
- + Personnel responsible for monitoring equipment connections and endpoint availability in your environment.
- + Escalation paths as needed for all issues that degrade service to onsite personnel.

Web-Based Scheduling Application

- + InView Online allows you to manage your rooms and devices from a centralized database.
- + InView Online can be used for scheduling video conferencing or as a web-based conference room scheduler for the entire organization.
- + InView Online meets all requirements for information encryption, logged and audited access, and customer data security.
- + InView Online allows customer resources to run and manage this service, limit user abilities and override default selections.

On-site Personnel Support

- + In order to boost productivity and reduce costs, on-site personnel can assist in meeting preparation and system readiness support.
- + InterCall can provide on-site personnel to support your collaborative communications needs when the unexpected occurs.
- + Service programs can be all on-site or combined with off-site options. Additionally, InterCall's 24x7 helpdesk is only a phone call away.

NOTE: InterCall has partnered with certified on-site support companies that are leaders in the business. All on-site technicians will exceed any bonding or security requirements you dictate.

Equipment Purchase and Maintenance

- + Best of breed collaborative conferencing solutions can be complex and varied, and must fit your business processes.
- + Through our broad network of vendor relationships, InterCall can offer a variety of equipment packages.
- + Your sales representative can assist you during a needs assessment consultation.