MANAGED SERVICES

Video Conference Management

The video conferencing environment is becoming more critical to organizations, but at the same time more complex, due to the mix of networks (Private IP, Internet or ISDN) and endpoints involved, including conference rooms, iPads, mobiles, laptops, and calls to external parties.

Electrosonic's video conference management service is focused on making video conferencing easy to use, increasing availability, maximizing user adoption and consequently increasing your return on investment.

Service Overview

Electrosonic's conference management solution is an easy to use, always available, multi-party video and telephone conferencing service. The service enables both self-service and scheduled calling.

- 24x7x365 help desk
- Virtual meeting spaces for VC and audio participants
- Supports multiple networks, devices, and equipment seamlessly working together
- Scheduling portal with online interface
- Concierge service
- Outlook scheduling plug-in
- Usage and adoption reporting

Anywhere, Any Time, Any Device Communication

Video and telephone participants on different networks can all meet and share content in a secure virtual meeting space. Electrosonic takes ownership of any technology compatibility issues and facilitates resilient, reliable and repeatable meetings.

The Virtual Meeting Room

A virtual meeting room provides a permanently available virtual conference space for an individual or team, and makes communication with multiple video and telephone participants easy.

Whether it is a team or customer meeting, it provides a simple and flexible way of communicating. Video and telephone participants can call in from any device or network. In addition, all participants can see each other and share presentations. A round-the-clock help desk and concierge service is available for additional support.

Call Scheduling and Launching Portal

Electrosonic utilizes a suite of diagnostic and operational conferencing tools, including a technology and vendor agnostic Conference Manager. With Conference Manager, end-users can schedule and launch their own calls via a web based portal.

The scheduler automatically checks availability and sends out meeting invites with the joining instructions. An Outlook video conferencing plug-in is also available for automated meeting scheduling.

Concierge Service

Electrosonic's trained support specialists provide a range of enhanced optional services:

Call launching – operator assisted call launch

Meet and greet – an operator joins the call at the start and ensures everyone is happy before leaving the call

Active call monitoring – a dedicated operator is silently on the call for the duration, and can be called on at any time in the event of difficulties or to add/remove participants, mute/unmute participants etc.

Call management – adding and removing participants at given times

Content Sharing

All virtual meeting spaces support content sharing of documents such as PowerPoint presentations.

Reporting and Resource Utilization

Electrosonic's Conference Manager generates call data records for all calls and every participant. Call performance data is also stored for each call and participant involved. In addition, a variety of reports can be run to show call activity by endpoint and MCU.
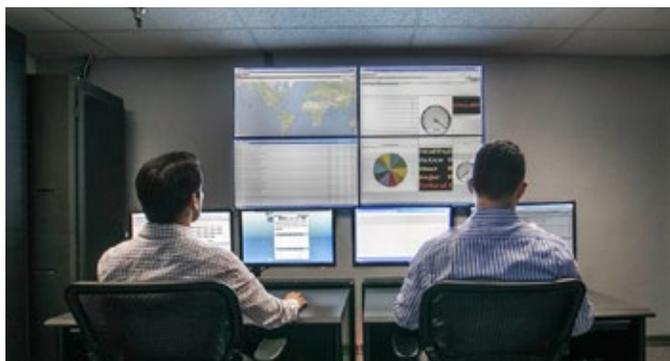
The Electrosonic Network Operations Center

Electrosonic's Network Operations Center (NOC) operates 24x7x365 and is located at our corporate headquarters in Los Angeles. Alongside our London center, it enhances our global service coverage with round-the-clock support

Clients access the NOC via phone, email and an online portal. Our support specialists ensure all users experience easy to use, reliable and consistent video conferencing. A range of diagnostic tools allow our specialists to retrieve both alerts and important configuration data from VC and AV devices, IT assets and FM systems, enabling quick fault resolution.