MAKING BUSINESS SIMPLE

Managed Video Conferencing is designed to simplify video conferencing as we manage every aspect of your solution.

Summary

Video conferencing can help your organisation work faster, smarter and more collaboratively. However, managing the solution may be costly, complex, and tie up your IT staff.

We provide full support for your on-site video equipment[1] and data centre video infrastructure, including warranty, administration and management of the network[2]. We provide concierge services so you can connect easily with people who use different video technologies, and can also assist you to expand and upgrade your video solution through consulting, design, installation and training.

No matter how complex your solution, you can improve the performance and reliability of video conferencing equipment with our technical expertise. You still control your video meetings, but with our help, you can spend less time worrying about technology issues and more time on strategic business activities.

Benefits

- Reduce the cost of internal management and free up resources to work on other things.

- Flexibility to choose from a wide range of equipment to suit your needs.

- Comprehensive maintenance assurance with fast on-site support across Australia.

- One supplier relationship for greater simplicity and convenience.

- Easy to budget for with simple monthly pricing for maintenance and support, and for approved applicants, the option to pay upfront, rent or lease equipment.

- Reach more people with Australia's largest fully integrated national IP network and connections to 800 cities worldwide.

- Keep communications secure with ISO-27000 security certification for IP MAN, IP Wireless and IP WAN.

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Features

Consultation
Business and technical consulting are the critical first steps to developing a successful Managed Video Conferencing solution.

- Business consulting covers strategy development, business case development and usage analysis.
- Technical consulting covers technology planning and design, network assessment, and project planning and budgeting services.

Design and installation
We will design and install your solution based around your connectivity requirements, including all new on-site equipment, and design, install and configure all switch equipment.

Audio Visual Integration
We can design and build customised conferencing and presentation facilities ranging from non-standard small rooms to large scale auditoriums and lecture theatres.

Usage and Adoption services
We assess how solutions will impact your organisation and each employee, and provide training, reporting and analysis to maximise uptake and return on investment.

MyConference Concierge Services
We provide a complete range of hosted connectivity services so you can connect easily with people who use different video technologies, or who don't have dedicated conferencing facilities.

Support services

Our team of certified video engineers, field technicians, project managers and support staff are dedicated to helping you get the most out of your investment. We are also experts in the technologies of leading vendors:

- Polycom® Platinum Solution Partner
- Cisco® Gold Partner
- AMX Platinum Dealer.

Support services for Managed Video Conferencing are offered at two levels, Essentials and Enhanced, and include the following.

- **Service Desk**: we offer helpdesk services for anything from simple queries to complex problem resolution.
- **Technical assistance**: if you are experiencing technical difficulty, you have access to our certified video conferencing technical specialists. They will provide specialist advice, and guide you through problem solving workflows.
- **Technical link**: for customers with the Enhanced Service Level, we provide a technical link from the Service Desk to your video conferencing equipment. This allows faster, more accurate trouble shooting, and facilitates remote soft fixes where appropriate.
- **Onsite fix/replace**: equipment maintenance, repair or replacement services.
- **Warranty management**: should your equipment require replacement, we will manage this on your behalf.
- **Software notifications**: we release a technical bulletin twice a year that includes software update notifications and critical updates.
- **World-class networks**: the network is crucial to video meetings so you'll be glad to know that your solution will be supported by our next generation networks. The Telstra Next IP® network is designed for 99.999% reliability and has inbuilt security features to keep communications confidential.

Class of Service and Quality of Service prioritise time sensitive video traffic, while our network monitoring helps to ensure everything runs smoothly. Seamless integration with the Telstra Next G® network, Australia's largest and fastest mobile broadband network4, enables mobile staff to connect from more places using a suitable video phone.

Services

Drive productivity gains through using Telstra Video Cloud hosted services. Let Telstra manage your video communications and allow you to focus your IT resources on your business goals.

The Telstra Video Cloud includes integration into all leading unified communications platforms.

Telstra IP Telephony Hosted Video Meeting Room
Video Meeting Room lets you dial into a TIPT video meeting and see other participants. You can join a TIPT video meeting using a compatible Polycom® video phone or other compatible Telstra IP video services, ISDN video services, 3G video mobile services and other audio services.

Cisco Powered Video
Our multi-party video solution allows you to collaborate and share content across multiple locations and devices. It's well suited to in-room conferencing systems, desktop collaboration devices and supports video meetings for people on the move using mobile devices.

About Telstra

Telstra develops business video communications that bring people together in real time.

As a leader in video conferencing and collaboration we are well positioned to create end-to-end business video solutions that enable you to work and communicate effectively.

Our experts will work with you to develop a business video or digital media solution that's perfect for your needs. We offer an unrivalled combination of skilled people, almost thirty years' experience, continuous innovation and a rich portfolio of services. Our solutions are delivered over the world-class Telstra Next IP® network and Next G network®, connecting you in more places in Australia and to the world.

⌂ **contact your Telstra account executive**
☏ **call 1800 284 336**

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