

Switch to managed services

The business case for video managed services grows stronger every day. If rising costs and the complexity of managing your own global video conferencing infrastructure aren't enough incentive to switch to managed services, then consider these factors:

- > Adoption of IP networks requires rethinking corporate video strategies
- > Socialization of video communications opens the door to higher use
- > Improvements in technology — endpoint and high definition — can attract users
- > Earth-friendly activities such as conferencing are gaining popularity

ACT Conferencing offers an experienced team that oversees all facets of video conferencing — from strategy to purchase of equipment to implementation of global, multi-media events. In addition, our all-inclusive monthly pricing model provides a consistent, predictable cost, no matter how often you collaborate.

Size it correctly and apply the 'invisible hand'

One size does not fit all when it comes to video conferencing. As the 'invisible hand' in the conference room, ACT brings a customized solution, relieves your staff of technical support duty and provides real-time problem resolution 24x7. Suddenly, video conferencing becomes an easy, cost-effective alternative. Fewer worries for you. Better for the environment.

Boost results with an on-the-same-screen conferencing partner

With 20 years' experience, ACT Conferencing is one of the most seasoned audio-web-video providers in the industry. Our services match your objectives:

Receive rapid ROI. Regular maintenance, oversight and upgrades ensure your infrastructure reaches business potential and provides access to the latest features and functions.

Lower Total Cost of Ownership. Maximize the use of your video systems. Managed services provide economies of scale with customized service at a lower cost. You also capture the opportunity costs of IT personnel who can be allocated to other business functions.

Expedite mission-critical decisions with dependable, reliable conferencing infrastructure. Video, voice and data are integrated and converged on an IP network.

Improve the meeting experience for participants with 'meet and greet' support, real-time problem management, Live Assist, and post-conference issue resolution and follow-up.

Relax — we've got it covered

ACT Conferencing can help you integrate video seamlessly into your IP network strategy. Our comprehensive managed services program includes:

- > **Bridge management.** Enhance quality of service and security with proactive bridge monitoring, in-conference support, maintenance, reports and more.
- > **Endpoint monitoring and management.** Run meetings smoothly with remote device monitoring, problem diagnostics, standards compliance, password management, software updates and reports.
- > **Problem management.** Resolve any technical glitches quickly: on-the-spot troubleshooting resolution during events as well as post-meeting evaluation and repair of any ongoing issues.
- > **Room scheduling.** Ensure conference bookings are always in order when you use ACT's centralized room bookings solution and scheduling conflict resolution.
- > **Professional services.** Receive expert consultation when you design or upgrade conference rooms, implement telepresence conferencing or migrate technology.

ACT Managed Services Overview

	Management	Monitoring	Reporting	Updates
Infrastructure Management	Call launching/In conference support Layout control MCU configuration Gatekeeper configuration Gateway configuration	Proactive bridge monitoring Live Conference monitoring Real Time diagnostics	Usage reports Diagnostic reports CDR data Usage Pattern analysis	Software upgrades Maintenance Compatibility Updates New Feature Rollout
Endpoint Management	Centralized Device Management Global Address Book Management Password Management Conference Launch and Support Services	Managing the peripheral systems & tools in the room Remote device monitoring, problem diagnostics, notification Standards Compliance, LDAP, SNMP	System Statistics Call Detail Records Usage Reports	Maintenance Immediate and/or scheduled software updates Multiple Security Permissions New features and feature updates
Problem Management	Tier I: Help Desk Support or "Problem Identification" Tier II: "Problem Resolution" Providing suggestions for system upgrades or downgrades Conducting proactive system checks	Live Conference Incident Monitoring Quick Fix system configuration changes to accommodate faults Early setup prior to conference start to monitor for possible issues	Quick Incident Reports sent as the incident occurs Full Incident and Site reporting post problem	Real Time Incident Report updates with problem resolution Weekly customer facing meetings to cover faults, outages and successes
Room Scheduling	Providing conflict management Organizing peripheral equipment requests Single point of contact for room and conference scheduling	Proactive room and resource monitoring to prevent scheduling conflicts Resource holders designated by the customer to allow/disallow use of a room or resource	Providing daily room schedules Providing confirmation notifications Providing change and update notifications	Room availability changes Priority conference updates for controlled resources Content ownership updates prior to conference start
Professional Services	Provide consultative service ,white papers, analysis, recommendations and project management on: Migration from ISDN to IP Migration from room systems to desktop video Migration from standard definition to HD conferencing			

Video managed services make sense!

- > Boost user adoption with a high quality ACT solution.
- > Receive rapid ROI from your current investment.
- > Contain costs with a predictable, consistent monthly rate.
- > Support sustainability initiatives when you reduce carbon emissions.

About ACT Conferencing

Established in 1989, ACT Conferencing is a leading independent provider of earth-friendly audio, web, video conferencing and webcasting services to organizations worldwide. ACT's integrated global conferencing platforms provide our customers in-country access, customized uniform billing, event management and local language services. Support for our truly international business comes from a diverse team of experienced, customer-focused support individuals. The Company's headquarters are located in Denver, Colo., USA, with operations in Australia, Canada, France, Germany, Hong Kong, Malaysia, the Netherlands, Singapore, and the United Kingdom.

