



## Mission-critical Communication for Public Safety Entities

### Create a Collaborative and Proactive First Response Strategy with High Definition Video Conferencing

For front-line responders and back-office support teams, video collaboration is a critical component of the response strategy of public safety entities. A comprehensive, reliable and scalable infrastructure that ensures timely and high quality collaboration is essential to delivering mission-critical video communications. But supporting this video infrastructure can be complicated and expensive and complexity is increased by the need for redundancy.

ACT Conferencing addresses the need for mission-critical communications through best-in-class managed services including timely, reliable and high quality video conferencing. Our approach to video managed service is proactive. We maintain and monitor your video collaboration assets, deliver problem management support and provide a 24x7 help desk. And, when your agency needs a vital resource or specialist, ACT Proximity video rental suites enable specialists to conference in virtually to support your mission.

### Customize your end-to-end video solution

Whether your agency needs fully managed video collaboration support or redundancy, ACT's hosted and managed service support offerings ensure professional and reliable video conference support. We promote quality through adherence to performance service level agreements and internal key performance indicators. By partnering with ACT Conferencing for video collaboration support services, your agency can focus more of your key resources on serving people, not managing systems.

### Obtain flexible support with an endless feature set

- > High definition video bridging
- > Managed service
- > 24x7 help desk
- > Performance service level agreements
- > Public video suite rentals
- > Endpoint management and diagnostic capabilities

"Every day, first responders put their own lives on the line to ensure our safety. The least we can do is make sure they have the tools to protect and serve their communities."

– Joe Lieberman (I), Connecticut Senator

### About ACT Conferencing

Established in 1989, ACT Conferencing is a leading independent provider of earth-friendly audio, video and web conferencing 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 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.