

# Take the headache out of managing your video resources – let the experts do it

The way we work is changing, with video becoming an ever more essential tool, driven by the growing need to work together more closely. With agile communication high on your organisation's agenda, maximising your video investment needs to take priority to realise this.

Whatever video solution set up you have, we have multiple levels of service and customisation offers to suit your different business needs:

- **Click-to-meet for typical day to day video meetings**

Users can send meeting invites with 'click to meet' information providing an easy joining experience.

We offer the following solutions through our partners:

- Cisco Meeting Application for PCs and smart mobiles
- Cisco Dual-Homing integration with Skype for Business
- Poly RealConnect integration with Skype for Business
- **Scheduled video for your important meetings:**
  - Automated – use BT tools to schedule self-launching video meetings
  - Attended launch – BT Producers meet and greet your meeting participants
  - Dedicated Producer – BT's Producers assist you during the entire meeting

Choose the service to suit your desired end-user experience

## Have confidence in your equipment

Video Managed services give you access to one of the most experienced customer support teams in the industry, with an unrivalled knowledge of resolving equipment issues – so you know you're in safe hands.

## Complex video systems take expert solutions

**With our Video Managed Services** you get the added expertise of our certified support team. Our remote management model allows you to reduce or eliminate onsite resources, while boosting performance, quality and adoption. With our expertise and resources, we can manage your entire video estate.

**One Care Preferred video room management services** give you a single vendor experience by providing features like 3rd party hand-off, real time monitoring, configuration and software management service to your video room system. The service includes automated point-to-point launch (scheduled and on-demand), reporting for point to point meetings and remote equipment monitoring (REM).

**Infrastructure Management** gives you support for your Cisco or Poly video solution and includes tools designed to help your meetings stay secure, reliable and easy to use. It's great if you have, or plan to invest in your own video solution and you need experienced staff to set up and maintain your equipment.

## Video Managed Services

Click to meet:

- Use Outlook to send invites and book rooms. At the meeting start time, participants follow the instructions in their meeting invite or on the touch panel of their video room to join the meeting.
- Send virtual meeting details via an email signature or any other messaging system. At the meeting start time, the participants follow the instructions in their calendar invite to join the meeting.
- Our Video Managed Services Help Desk is there to support your IT helpdesk and provide in-meeting help to participants joining via a video room.

Scheduled meetings:

- **Automated** – point-to-point video calling via BT Engage – our easy to use online tool – makes video scheduling and management quick and simple, ideal for everyday meetings. You can access BT Engage via the web, Outlook integration, iOS or android device, so wherever you are you can schedule video meetings in advance or select the Launch Now option to start an instant meeting.
- **Attended Launch** – one of our operators will support and launch the call as well as provide digital monitoring throughout the call. Our meeting Producer will make sure each site is connected into the meeting and will then monitor the bridge activity and connectivity.
- **Dedicated Producer** – will manage your entire video meeting – ideal for meetings that are high profile or have a complex agenda.



# Chose from our range of reliable, high quality services

## Mobile video is everywhere

Many users now have access to video on their personal devices. And they want to use the capabilities to collaborate with others; whether they are on the go, working from home, or simply have a preference for mobile collaboration.

### Mobile application software

Join video conferences from a desktop, tablet, or mobile device and benefit from the same features provided by your video solution from either Cisco or Poly.

Cisco	Poly
Dual Home Skype integration	RealConnect Skype integration
Jabber	RealPresence desktop
Cisco Meeting App WebRTC	RealPresence mobile

**BT Engage Meeting Manager** gives you flexible and convenient scheduling, launching, monitoring and management of your video meetings regardless what endpoint is used. Designed with the non-technical user in mind, BT Engage is a straightforward web based application that makes sure every video meeting has the right features available to use. For example, some favourite features include instant mute/unmute, connect/disconnect, plus the ability to easily extend a meeting already in progress.

**Our Production Services** give you additional support, securing dedicated resources in areas such as multimedia management. To make things simpler you can select from a pay-as-you-go structure or tiered pricing packages.

Dedicated Producers can interact with attendees, push content, moderate Q&A sessions and choreograph site add/drops. Pre-meeting planning is available to help you co-ordinate the meeting and make sure all runs smoothly.

### Onward removes all barriers

Our Onward Services platform helps you with set-up, call production, troubleshooting, helpdesk tracking and billing. Onward goes to the heart of our long-standing aim to bring people together regardless of which endpoints or network preferences you use. By using our partner's latest technology, Onward lets you easily schedule and launch meetings between different Telepresence systems with traditional HD and SD video rooms, video capable PCs and smart mobiles.

## Why choose BT?

We want to help you drive the best return on your video investments and solutions. Our market-leading analysis tools together with world-class training and support will help your people get the most out of your video service.

We can make collaboration work for your organisation — no matter what your needs, infrastructure or budget.

## What could BT One Collaborate Video Managed Services do for you?

- **Website:** [www.btireland.com](http://www.btireland.com)
- **Telephone:** 1800 924 929
- **Email:** [clientservices-ire@bt.com](mailto:clientservices-ire@bt.com)
- **Outside ROI:** +353 1432 4680

### Offices worldwide.

Offices worldwide. The services described in this publication are subject to availability and may be modified from time to time. Services and equipment are provided subject to the respective British Telecommunications plc standard conditions of contract. Nothing in this publication forms any part of any contract.

© BT Communications Ireland Ltd Registered office: Grand Canal Plaza, Upper Grand Canal Street, Dublin 4. Registered in Ireland No. 141524\*

### Our remote approach saves you time and resources

Our technicians use Remote Equipment Monitoring (REM) to monitor your endpoints, router interfaces, gatekeepers, gateways and IP/ISDN networks through a secure IP connection routed to your network. Our proprietary application connects to your equipment to check each device, provide auto alerts and status reports that you can access any time.

### Security

GDPR drives organisation's needs to maintain the security of their networks, preserve the privacy of their meetings and ensure that any new capabilities are securely integrated within their business processes.

Our Video Managed Services provide different levels of security allowing you to choose the best fit to cover the needs of your organisation:

- **Good security:** Video on BT Cloud Compute : you control the settings of your video solution
- **Better security:** Video Private Cloud : your video solution runs on your dedicated servers compliant to your own IT policies
- **Most secure:** Video in your own data centre: your video solution runs in your data centre of which only you control the security related aspects.

### Your meetings are supported by our global network

**BT IP Connect Global** brings you the unparalleled support of our extensive global IP network in more than 170 countries. We can design, implement and support a network solution that delivers a quality video experience for your workforce.

### User training and adoption

And if the technology alone is not enough, our User Adoption services give you all the support you need to encourage people to use your video solutions to realise the best return on your technology investment.

Our User Adoption programme can be tailored to your video environment and will equip all users with awareness and education around your solution. Once they've completed the training, users will be comfortable with scheduling, managing and conducting video meetings and be able to use technology to its fullest potential. Your team will also learn more about tools and tips to measure the success and effectiveness of your programme.

We're really proud of the experience and added value we can bring to your organisation:

- 30+ years in the video business
- 100,000+ video conferences annually
- 25,000+ immersive and traditional endpoints supported
- 8,000+ customers globally
- 850+ Telepresence endpoints managed.

