Videoconferencing has evolved dramatically over the last few years. It’s become more pervasive and more user-friendly than ever before. And like most organisations today, you understand the power and value it can have, and the sheer common sense it will make, in your business. Enabling you to be in two, three, or even ten places at once without leaving your office, videoconferencing is the inexpensive, travel- and carbon-saving successor to the physical meeting.

While there will always be a place for in-person negotiations about sensitive matters with clients and employees, videoconferencing can make day-to-day discussions and routine maintenance meetings both efficient and effective. In fact, the cultural shift that widespread adoption of videoconferencing will create can make your organisation more dynamic, agile, and competitive.

However, you’re concerned that implementing videoconferencing can be complex and expensive. In addition, supporting an efficient, reliable and high-quality videoconferencing service isn’t core to your expertise or business model. That’s why you may want to consider an alternative option.

Dimension Data’s Videoconferencing-as-a-Service
Dimension Data has created a new solution that involves no up-front cost, no drain on your IT resources, and no complexity. Videoconferencing-as-a-Service makes video conferencing simple, easy, and affordable because it’s no longer necessary to pay for the technology; it’s simply about paying for the benefits.

Videoconferencing-as-a-Service brings the value of visual communications within reach of organisations of all types. Whether you’re a design agency collaborating with homeworkers, or a bank using telepresence to enhance relationships between brokers and customers – your people can be brought together so that all relevant opinion is heard, consensus is achieved, and decisions are made. This enables your organisation to save weeks or months on project time. By providing a natural and realistic experience, Videoconferencing-as-a-Service enables users to be fully involved in the meeting, rather than worrying about how to use the technology.
**Embracing Videoconferencing-as-a-Service** requires no large upfront capital expenditure. Instead, it’s available at a fixed monthly cost; so it’s simple to justify the return on investment.

**How it works**

Embracing Videoconferencing-as-a-Service requires no large upfront capital expenditure. Instead, it’s available at a fixed monthly cost; so it’s simple to justify the return on investment.

The Service can also be delivered over a dedicated MPLS video network, eliminating any potential technical issues that can arise with videoconferencing – guaranteeing complete reliability, security, and high-definition quality.

Videoconferencing-as-a-Service comes with a host of managed video services provided by our Video Network Operation Centre (VNOC):

- **Remote Monitoring & User Helpdesk** - 24x7 voice and video helpdesk
- **Operations management** - support services & reporting, and software release management
- **Concierge** - global booking portal and automated call launching
- **Executive support** - pre-conference testing, video meet & greet and live call monitoring

**What is Videoconferencing-as-a-Service**

- It’s the most efficient and flexible way to consume videoconferencing and telepresence across an organisation.
- It’s an opex-only, consumption-based financial model.
- It’s a private cloud packaged service that wraps all aspects of an enterprise-grade managed video environment.
- It includes video equipment, maintenance, 24/7 helpdesk, concierge, adoption services, catalogue pricing for expansion of services.
- It drives the optimal user experience and business outcomes for organisations.

**Additional Features**

- **Meeting Scheduling Portal** – integrated into MS Outlook and IBM Notes
- **Analytics & Reporting Platform** – measures the amount of travel cost saved, carbon saved, and the number of people hours saved
- **Video Meeting Room** – enables anyone to join no matter what system, software or web tool they’re using
- **Cloud-Based Collaboration offerings** – such as audio & web conferencing
- **Usage & Adoption Consultancy Services**

**The benefits of Videoconferencing-as-a-Service:**

- improves the end-user experience and quality-of-service
- maximises productivity, delivering peace-of-mind, high reliability and performance
- promotes better usage and adoption which protects and maximises your investment
- no upfront capital expenditure – instead, it’s a fixed monthly cost

**Why Dimension Data?**

Dimension Data is driven by the results and outcomes that can be achieved by our clients. We have the ability to work with you from inception, prioritisation, and solution design through to the delivery, implementation, and ongoing support.

**What sets us apart:**

- Our commitment to user adoption is a foundational part of the service.
- We have deployed over 10,000 video endpoints and 400 immersive telepresence systems.
- We deliver managed video services on premise, in the private cloud, or as-a-service in the cloud, managing over 20,000 calls every month.
- We’re Cisco’s largest Global Collaboration partner that’s uniquely certified in Telepresence-as-a-Service, and we’re Polycom’s Global Partner of the Year for the third consecutive year.
- Our flexible commercial models can be aligned with performance.