

Managed Service for Visual Communications



Videoconferencing can have multiple benefits for your organisation, such as productivity gains, greater business agility and a reduction in travel. But these advantages aren't always fully realised after you've invested in the technology.

You may be struggling with:

- **scalability**, owing to a growing number of end points and related high support costs
- **global consistency**, if you're a multinational organisation
- **user adoption**, leading to a low return on investment

Videoconferencing is expensive to run, requiring massive investments in management platforms, systems, expertise and experience. How do you support this technology without increasing your headcount and raising your costs?

How we can help

Without an effective managed service, your business may not realise its investment in visual communications. Out-tasking the management of the estate is more cost-effective than trying to acquire in-house resources. Dimension Data leverage the scale of our global managed support base of over 6m assets to drive down the cost of managing our client's video environments.

Dimension Data's Managed Service for Visual Communications is the only truly global service of its kind. We offer this Service for any type of network and across multiple technologies and vendors, globally and consistently.

The Service focuses on:

- maximising your end-user adoption and return on investment.
- ensuring your video solution is always on and always working
- providing skilled, experienced people for 24x7x365 support
- guaranteeing quality by adhering to strict service level agreements
- making it easy and convenient to book videoconferencing facilities and standard meeting rooms
- providing remote management of your videoconferencing estate, so you don't need to have a videoconferencing expert on-site

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The Power of the VNOC

Dimension Data's state-of-the-art 24x7 Video Network Operation Centre (VNOC) delivers IT Infrastructure Library (ITIL) and ISO-certified enterprise-class services designed to maximise user experience and estate reliability.

The VNOC consists of a fully certified one- to three-line visual communications support team. This is combined with a multi-vendor lab to ensure that more than 90% of user requests or issues are rectified by the first-line team within 10 minutes, and more than 99% of all incidents are rectified within the VNOC without engineer call-out or escalation to a vendor.

The VNOC leverages Dimension Data's Advanced Management Platform, which is a multi-vendor platform that proactively detects nine times more device alerts than vendor platforms do, and accurately diagnoses incidents.

Underpinned by the VNOC, the Service then offers you four key user experience types:

- **Remote Monitoring & User Helpdesk** are core services plus a 24x7 voice and video helpdesk.
- **Operations management** incorporates support services, plus return on investment and service reporting, software release management, and moves, additions, changes and deletes.
- **Concierge**: incorporates operations management, plus a global booking portal.
- **Executive support** incorporates concierge plus pre-conference testing, video meet-and-greet and live call monitoring, as well as dedicated on-hand call assistance.

We also offer you a range of commercial and consumption models tailored to your requirements. These allow for access to video infrastructure with flexible capital outlay. In this way, you can scale resources up and down as your business demands.

Contact us today to find out how we can help you ensure your videoconferencing solution is not only well managed, but also adopted and used to its full potential.

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Why Dimension Data?

- We've been providing core networking and converged communications services for nearly 30 years – no other provider has our level of experience in the global unified communications market. We currently support over 5,600 end points across 350 clients.
- Our ability to understand how one technology impacts another across an entire IT environment allows us to treat visual communications deployment as an integrated part of the overall unified communications strategy, rather than a technology island. This helps you maximise benefits and minimise costs.
- Our videoconferencing services cross the services spectrum – from consulting services, deployment and integration, to support, maintenance and managed services.
- We're able to offer you flexible delivery options through on-premise, managed cloud or public cloud methods. Such a breadth of offering allows us to truly focus on your users – so you have a single provider that understands your infrastructure and business needs.
- Our global footprint enables us to deliver multi-vendor services in 140 countries. We deliver services consistently through the Global Services Operating Architecture – our service delivery platform. We manage more than USD 12.5 billion of network infrastructure through five Global Service Centres, on a 24x7 basis, in more than 15 languages.