



AN END-TO-END MANAGED VIDEOCONFERENCING AND VISUAL COLLABORATION SERVICE



Virtual Presence is an end-to-end managed videoconferencing service that enables organizations to enjoy the full benefits of their video communications technology, with increased reliability, flexibility and cost savings. Virtual Presence provides a consistent and high quality user experience utilizing BCS Global's state-of-the-art video infrastructure.

Service Overview

Virtual Presence makes videoconferencing easier than ever. Virtual Presence provides a comprehensive managed videoconferencing service to ensure the best possible video experience and maximum up-time. BCS Global takes responsibility for the technical integration to ensure all the underlying video communications infrastructure work together seamlessly and consistently for maximum performance. Virtual Presence is ideal for organizations that wish to get the maximum benefits of video communications without the need for significant resource investment for supporting the service. The service is backed by our global team of video experts and professional customer support staff.

With Virtual Presence it only a few clicks to connect to other video participants. By using the Virtual Presence service, you can connect with another site quickly and simply using your video directory which is managed by BCS Global. Furthermore, if you need to hold a video meeting with a third party such as a partner, customer, supplier or stakeholder, we can make that happen too.

Summary at a glance

- Managed videoconferencing service for the highest quality video collaboration experience
- Highly scalable solution for effective service upgrade and expansion
- Global Video Exchange provides maximum up-time and quality
- Global network of VNOCs and PoPs comprised of the latest in videoconferencing infrastructure and facilities
- Works with your existing network and infrastructure
- Excellent customer support service provided by a team of skilled video network experts

Benefits

Scalability

Virtual Presence is a scalable solution that enables you to upgrade your video service at minimal cost as and when you are ready. It allows end-points to 'plug-and-play', so that you can enjoy the benefits of the service immediately. Our managed and monitored infrastructure enables you to scale to virtually unlimited end-points. Our team of video engineers will certify and configure your video endpoints and update your directory without the need to change your enterprise network and infrastructure.

Reliability

BCS Global has Points-of-Presence (PoPs) and Video Network Operation Centers (VNOCs) located in London, Toronto, New York, Hong Kong and Shanghai. Our infrastructure is comprised of the latest in videoconferencing bridges and facilities. BCS Global will help you to maximize your service quality and up-time. Our professional VNOC team will monitor your video performance and connections around-the-clock to ensure the highest service level is delivered.

Flexibility

Virtual Presence enables communication with any standards-based videoconferencing platform, over IP or ISDN networks including standard definition, high definition and Telepresence endpoints. It will give you the flexibility to connect with the latest videoconferencing systems, with your legacy equipment, and over different types of connectivity and bandwidth.

Cost Effective

Virtual Presence provides you with more than the cost benefits of reduced business travel – it minimizes the operational cost of running video services, by allowing you to leverage our infrastructure and our team of professionally trained video experts. You get all the benefits of our expertise and infrastructure without the need to invest in additional hardware.

Virtual Presence frees your valuable IT resources from the non-core tasks of updating the systems and user directory. Our Points-of-Presence, strategically located globally in regional business hubs, enable you to connect your ISDN endpoints and lower your ISDN costs by transporting video across our reliable IP-based video exchange network. Furthermore our experience shows clearly that if the video service is easy-to-use, reliable and consistently of high quality, the adoption rate rises and productivity increases.

Contact BCS Global

For further information about Virtual Presence or for general enquiries about how BCS Global can help with your videoconferencing needs, contact us today.



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Virtual Presence

(Managed Videoconferencing Services)

Core Services

- On-demand reservation-less, self-launch service
- Various network connectivity options – Private IP, Internet and ISDN
- Point-to-Point and Multi-Point video calls
- Comprehensive end-point management - software revision, basic monitoring and remote reboot
- End-point Directory Management, ensuring all addresses are consistent and up to date
- Live video and audio help desk services, available 24/7 globally, always attended by a qualified Video Engineer
- ISDN Gateway services
- Usage Reports
- Remote end-user training

Add-On Services

- PC applications for video-on-the-move (iView)
- Operator attended call monitoring
- Operator assisted call launching
- Video meeting recording SD/ED
- Content sharing (e.g. documents and PowerPoint presentations)
- Enhanced end-point monitoring
- 3rd party support escalation