

VIRTUAL PRESENCE

MANAGED VIDEO SERVICES SO YOU CAN FOCUS ON YOUR BUSINESS



Virtual Presence Summary at a glance:

- Managed video service for highest quality video experience
- Highly scalable solution for effective service upgrade and expansion
- Global video exchange provides maximum uptime and quality
- Global network of VNOCs and PoPs comprised of the latest in video conferencing infrastructure and facilities
- Works with your existing network and infrastructure
- Service supported by cutting-edge infrastructure and team of skilled video network experts
- Excellent customer support

Virtual Presence is a managed video service that enables organisations to enjoy the full benefits of their video communications technology, with increased reliability, flexibility and cost benefits. Virtual Presence provides end-to-end management of your video endpoint estate ensuring you get the highest quality video experience at all times.

Service Overview

Virtual Presence makes video conferencing easier than ever. Virtual Presence provides a comprehensive video conferencing managed service to ensure the best possible video experience and maximum uptime. BCS Global takes responsibility for the technical integration to ensure all the underlying video communications infrastructure work together seamlessly and consistently for maximum performance. It 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 takes three 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.

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 endpoints 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 endpoints. 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.

Features

Virtual Presence – Core Service

- 24/7 live video and audio help desk services
- Basic endpoint monitoring*
- Usage reports*
- Endpoint remote reboot*
- Address book management
- End-point software revision management
- ISDN gateway services**
- 3-levels of support
- Remote user training

Add-On Options

- PC applications for video-on-the-move (iView)*
- 3rd party support escalation*
- Enhanced monitoring*
- Operator assisted call launching
- Operator attended call monitoring
- Video meeting recording SD/HD
- Enhanced reporting and quarterly business review*

* Applicable to selective packages only

** ISDN usage fee applies

Reliability

BCS Global has Points-of-Presence (PoPs) and Video Network Operation Centers (VNOCs) located in Hong Kong, London, New York, Shanghai and Toronto. Our infrastructure is comprised of the latest in video conferencing bridges and facilities. BCS Global will help you to maximize your service quality and uptime. 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 standard-based video conferencing 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 video conferencing 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. Virtual Presence 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, enables 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.

Comprehensive customer support

Our customer support centres based in Asia, North America and the UK will provide you with 24/7 support over video and audio. BCS Global also offers a broad range of add-on services such as operator call launching and operator call monitoring.

About BCS Global

BCS Global is a leading provider of managed video communication and collaboration solutions. We focus on providing customers with a unique and exceptional video experience through our Virtual Presence service. We connect users across different video devices, from Telepresence and boardroom systems, to desktop and laptop devices – anywhere, anytime, and on any type of connectivity. We are headquartered in the UK with worldwide offices in Hong Kong, Toronto, and New York.

Contact BCS Global

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

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