



Bringing it all together

# Video Conferencing Overview

## Making conferencing cost-effective, reliable and easy to use

A high-performance conferencing solution can greatly enhance your communication network, and drive increased productivity and greater visibility across all parts of your organization. Developing and deploying this kind of solution, however, can absorb significant resources and take you away from your core business. To establish a conferencing network that enhances communications, you need to partner with a company that can deliver an end-to-end solution. From initial installation through ongoing support, BT Conferencing consults with you every step of the way to ensure your unique needs are met.

BT Conferencing's solutions are built around industry-leading hardware and software, and backed by our proven services organization that can design and support your entire conferencing network beyond the time that it goes live. From choosing the right equipment, to scheduling conferences and maintaining and upgrading technology, we work with you to manage your connections and provide the highest level of conferencing quality.

With more than 20 years of experience providing conferencing solutions to commercial, government, and educational organizations, our staff works closely with you to implement the best solutions. You will join more than 25,000 endpoint users who benefit from our services, and be confident in the quality of your connections. With Global Network Operation Centers in Philadelphia, Denver and London, along with 37 field offices throughout the US, you will also have the confidence of knowing that you are working with the largest conferencing solutions provider. Our 24x7x365 help desk is supported by the largest, most experienced field staff in the industry, so you can conduct business with confidence, assured we are taking care of your conferencing needs — anytime, anywhere.

Our Onward services platform is an industry first. Onward allows us to capture and manage your entire conferencing experience — from onboarding, call production, troubleshooting and Help Desk tracking, all the way to final billing. Onward provides you with world-class service so you enjoy easy to use, reliable, and cost-effective conferencing.

With BT Conferencing, you're assured of receiving the best of conferencing solutions — all from a single provider.

## The conferencing life cycle

### Design & provision

#### Consulting services

BT Conferencing brings its video engineering expertise to your facility for network design, operations planning, and migration strategies to help you run an efficient, trouble-free conferencing system.

#### Hardware & network selection

Let BT Conferencing recommend the best solution for you, including ISDN and IP networks, hardware from all of the leading manufacturers, and multimedia room systems.

#### Project management

Our project management team provides coordination, experience, and leadership for complex installations, service implementations, rollouts, and custom solutions.

#### Installation

A well-orchestrated installation sets the stage for successful conferences. You choose from either remote or onsite installation services, and can be confident in BT Conferencing's track record of more than 24,000 successful installations.



## Educational Services

Our comprehensive training programs put you at ease with your new equipment. We tailor remote and onsite training to the needs of both technical staff and endpoint users.

## Maintenance & Support

Our One Care service program supports your entire video conferencing system deployment, with options for remote or onsite response and proactive monitoring. One Care provides the most comprehensive support in the industry via our team of technical support representatives and engineers including: 24x7x365 help desk, online ticket reporting & tracking, next business day parts replacement, software upgrades, and access to our 24-hour video test facility. All services are supported by a work-to-completion commitment.

## Proactive Monitoring & Strategic Staffing

### Video Equipment Management

Let our certified professionals manage your video equipment so you can focus on your core business. Detailed online reports help you predict the performance of any aspect of your video system — endpoints, MCUs, gateways, gatekeepers, and routers.

### Remote Equipment Monitoring

Using our exclusive software platform, we provide continuous monitoring of the devices that support your video conferencing environment. Proactive monitoring lets us troubleshoot system problems before they impact your video conferences.

## Strategic staffing

We take care of the day-to-day operations so you can enjoy a worry-free video conferencing experience. Whether your needs are short- or long-term, we provide experienced video personnel and a single point of contact for management of your video environment.

## Conference Services

Single-source conferencing gives you the flexibility you need to get the communications you want. Schedule your own video, audio and web conferences using BT Engage Meeting Manager, our online conference management tool, or let our customer support team handle all of your logistics.

- **Multi-Tenant Video Conferencing (IP & ISDN)** – ability to schedule and launch conferences, schedule rooms and provide recording services whether utilizing your bridges or ours
- **Streaming** – audio and video transmitted over the internet or your corporate intranet
- **Event Management** – high-quality, customized production for the most complex corporate events and an unsurpassed communications experience
- **IP Video Connect** – unified collaboration support, from launching private deployments on converged video, data and internet networks, to implementing advanced H.323 network service

### For more information please contact:

- ☎ USA toll free: **1 888 947 3663**
- ☎ International: **+44 (0) 870 001 7726**
- ✉ Email: **info@btvideoconferencing.com**
- 🌐 Visit: **www.btconferencing.com**

### 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 British Telecommunications plc's respective standard conditions of contract. Nothing in this publication forms and any part of any contract.

© British Telecommunications plc 2011.  
150 Newport Ave. Ext. Quincy, MA 02171 USA  
Designed by BT Conferencing

