



What is ICE?

Videocall's Intelligent Cloud Experience (ICE) is an innovative video as a service (VaaS) platform designed to enhance communication for international enterprise businesses. Secure, high quality, reliable ad hoc or scheduled meetings are made simple; arrive via any video-enabled device, anywhere in the world. Leverage the power of a cloud environment to secure all your video conferencing estate in one easy-to-manage, and easy-to-access, service provider grade service.

Why ICE

ICE truly delivers the enterprise experience of collaboration into the cloud with the highest level of Quality, Reliability and Security. ICE provides the ultimate user experience of audio and visual quality, whether that be required in a boardroom, meeting room, huddle room, desktop or mobile device.

Content is supported on any device within the ICE service and displayed in the correct location.

ICE allows users to access and arrive from any device, anywhere.

ICE has native Microsoft integration – Skype for Business, O365, Outlook, Exchange.

ICE is underpinned by the highest quality SLA offering outstanding end to end customer service 24/7/365 with complete global presence.

Key Features

- Three levels of ICE package to suit all enterprise business needs; Now, Core and Enterprise
- High quality, reliable, scalable and highly secure service
- Interoperable with any video-enabled device and manufacturer. Also offers multi-platform interoperability, including H.323, PSTN, ISDN, WebRTC and SIP
- Integrated into existing workflows so users can carry on using Microsoft Outlook or Skype for Business
- Arrive via URL, IM, email or calendar invite, whichever is easiest for your attendee to access
- Greater than 99.999% availability since launch in 2012
- Consumption based model to suit your business needs

ICE lifts enterprise functionality into the cloud, innovating and unifying communications across your business.

Benefits of ICE

ICE is the platform enterprise businesses have been waiting for, offering a highly effective and highly scalable medium for cloud-based video conferencing. The benefits of using ICE include:

- **Device and System Agnostic:** It is device and system agnostic, working in conjunction with your existing infrastructure to enhance, not disrupt, daily operations
- **Secure and Reliable:** It is secure and reliable; leveraging powerful backend security protocols and a technical support team available 24/7/365
- **Skype for Business Support:** ICE offers native support for Microsoft's Skype for Business, including through Office365, giving your employees the chance to work via an interface they are familiar with
- **Unlimited Personal VMRs for all users:** Inclusive for every user to have a personal VMR (virtual meeting room) from which to schedule or hold ad hoc meetings with people inside and outside the company

Further ICE Features

Users can access ICE through any traditional methods to hold an ad-hoc meeting; or to schedule a self-service meeting; or book a managed or full concierge meeting. Attendees may then arrive in ICE via any form of endpoint, whether that be a traditional room based set-up; a huddle room, desktop or laptop arrangement; or a mobile device such as a smartphone or tablet. ICE can be accessed by dialling in (IP, ISDN, PSTN or directory), via the web or through a portal (EAGLE) to set-up collaboration meetings.

ICE's Super Port connections calculate consumption depending on end point type rather than a one for one basis - meaning you can drive further value from your connection capacity. This gives real advantages to companies that have large Skype for Business or Skype for Business Online deployments, and companies that mix video and audio in to their meetings.

The simple click to join access via URL, email, calendar invitation, IP and audio make ICE an easy to use service, driving up adoption and lowering the time taken to achieve ROI.

We provide 24/7/365 fully-managed services from our dedicated vNOC team, including meeting management and a technical concierge service ensuring the smooth running of high value meetings where the attendees simply want to walk into the room and start the conversation.

ICE has both recording and streaming functionality, providing the ability to share training guides or speak in one-to-many product launches.

ICE Packages



SKYPE VTC INTEROPERABILITY

Simple connection service between Microsoft Skype for Business users to room systems and other SIP endpoints.

ICE NOW

Quick, easy to use web based video conferencing whenever you want, simply connected through ICE Web.

ICE CORE

Tailored video conferencing service that delivers a high quality experience to your business through room systems, desktop, mobile devices and Skype for Business.

ICE ENTERPRISE

Video conferencing service that includes our full suite of optional add-ons and delivers a high quality experience to your business.

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