



OUTREACH

REMOTE INFRASTRUCTURE MANAGEMENT AND DIAGNOSTIC SERVICE

What is OUTREACH?

OUTREACH is our remote infrastructure device management and diagnostic service and forms the core of our managed service offerings. **OUTREACH** provides us, and you the customer, with real-time data from which to manage the availability, functionality and performance of your core infrastructure and devices.

End User Support

Our SLA driven technical support service is available internationally 24/7/365 to provide diagnosis, resolution and replacement. With tiered service options you can ensure you are supported at a level that is appropriate to your enterprise's needs. Regardless of the scale of service you use, we guarantee resolution for your hardware and peripherals in line with your SLA. You will also receive software updates and manufacturer upgrades.

Together with managing software, firmware, analysis tools and reporting, OUTREACH manages your entire service, identifying and resolving issues quickly, accurately, and helping to reduce the cost of support as deployments grow across your business.

Key Features

Real Time Monitoring

Continuous real time monitoring of endpoints and infrastructure.

System Alerts

Service owners are alerted if the system is down, even if it's not in use.

Proactive Diagnosis and Resolution Escalation

Proactive diagnosis via network or managed conferencing service team.

Maximum Compatibility

Interoperable with all devices, including existing endpoints and infrastructure.

Upgrade Remotely

Provides availability to remotely upgrade and record firmware versions of all systems and infrastructure.

Automated Warnings

Proactive end-of-life and obsolescence warnings.

Security

Information protection and security are maintained to the highest standard at Videocall. We have ISO 27001 to recognise that we have in place a suitable management process for our company. All Videocall buildings and systems are monitored and protected to the highest level.

We have been audited by a recognised international body and awarded with ISO 14001 – Quality, and ISO 9001 – Environment.

We are also Home Office SC cleared and necessary staff have been security checked and cleared. The vNOC and Service Desk team operate from a purpose built environment and due to the nature of conferences managed, security is of paramount importance. Videocall have implemented stringent physical and logical conference management and technical support service from the vNOC operations centre in Videocall's headquarters building.



Get Further Support from the vNOC Team

For further support and control over your meeting environments, our vNOC team are dedicated to ensuring every scheduled meeting functions at the highest level, offering native integration for technical support and ITIL practices.

vNOC services include: scheduling meetings and inviting attendees, ensuring the high quality of both sound and video during the call, frequent checks of equipment to ensure maximum usability, proactive meeting management and technical support 24/7/365.