



Our Goal

Our goal is to give you ultimate confidence in your video conferencing service by providing an SLA backed, always available support function with comprehensive maintenance options.

ITIL Based Support

Videocall's Service Desk team are highly skilled, certified IT professionals who are dedicated to bringing you a trusted, reliable service.

Available globally 24/7/365, the service desk perform diagnosis, escalation and recovery – and are available to all members of your user community and in house support services, with fast and easy access.

Our support management service is offered with SLA tiers so you can ensure your package is appropriate to your business' needs:

- *Care Standard*
- *Care Plus*
- *Care Premium*

Our work to resolution guarantee ensures you have a working system on the day we attend site. We offer this service globally, regardless of which care package you chose, so your system or hardware down times are kept to a minimum. Plus, you can be sure that regardless of your site location, your engineer is a certified expert.

Our comprehensive care packages also provide global and unlimited access to Videocall's Service Desk. You will benefit from 24/7/365 technical support via phone, email or video conference, as well as incident and problem management and request fulfilment.

Measurement & Reporting

We will provide incident reporting while your service incident, service request or problem management request is open. Progress notification will be delivered to the person who raised the incident and up to five further contacts - meaning your service owner and in house IT team are fully informed.

Key Features

Our Care packages are designed and built to service your unique business requirements, with formalised SLA's and a 'work to resolution' ethic:

Care Standard – Onsite Next Business Day

Care Plus – Onsite within 8 business hours

Care Premium – Onsite within 4 business hours

Service Desk is available **24/7/365** via phone, email or video conference

Within 10 minutes of logging a service incident we have:

- Categorised
- Prioritised
- Diagnosed
- Notified
- Begun recovery

Service incident management is underpinned by an automatic escalation process so you can be sure your issues are prioritised appropriately and efficiently.

Depending on the scope of your conferencing service we will conduct quarterly usage reports based on the delivery and execution of our service against our SLA, meaning we can continuously improve, build on and evolve our offering - so you have peace of mind that you always have the support that your user communities need. By reporting on service incident type and frequency we can identify training needs and initiate resolutions to increase the quality of your users' experience.

Support Process

Service incidents follow an automatic prioritisation process.

Within ten minutes the service desk guarantee the issue has been logged and categorised, the diagnosis and recovery process has begun and the customer has been notified.

As part of the categorisation process, the reported incident will be assigned a priority status which will cause a key staff notification process to be followed.

Our 1st, 2nd and 3rd line response teams are manufacturer certified to highest level, 2nd and 3rd line also hold networking certifications. All have particular areas of specialism to make sure that once an incident is logged you get the most appropriate support for your needs.

If a field engineer is needed to resolve your fault or replace a part, we will dispatch one in line with your chosen Care package SLA.

If you require real time in-conference support to ensure your conference remains connected and runs to the correct quality, our vNOC team can offer a tiered scale of support which is fluid throughout your enterprise – meaning you can set the scale for each of your unique user communities.

What's Covered?

Your conferencing rooms as a whole; video conferencing and audio visual enabled meeting spaces and core infrastructure equipment as installed by Videocall. All equipment is covered under one SLA regardless of manufacturer.

Our 'work to resolution' promise applies to your whole video conferencing platform and supporting components where applicable. You save time and reduce the risk of service unavailability with a single point of contact for all equipment - rather than multiple manufacturer contracts.

Key Takeaways

Videocall Support:

- Responsive
- Reactive
- Always available
- Industry experienced
- Manufacturer certified
- 100% service committed
- Trusted
- Backed by direct vendor support
- In line with your in house support strategy

Videocall Maintenance:

- Single point of contact for multiple manufacturer support needs
- Global single point of contact
- Manufacturer certified engineers
- SLA options to suit your business needs
- A working system the first day we attend site



Professional Services



System Integration



Cloud Services



Managed Services



Room Integration