



Device management and monitoring

Proactive support for your video conferencing system

In today's fast-paced world, efficient and effective communications can make the difference in your organisation's ability to compete. You need to anticipate problems before they occur. By taking advantage of BT Conferencing's device management and monitoring services, you get a proactive approach to your video conferencing environment that makes sure your system is up and running when you need it.

Our goal is to give you complete confidence in the reliability of your video conferences. We can manage or host your bridge, monitor all your equipment, provide help desk services to troubleshoot issues, give you redundancy and overflow service should your system get overloaded, and provide billing and reporting so you can track the health of your system. As your video conferencing partner, the vitality and reliability of your meetings is our priority.

Our remote approach saves time and resources

Remote Equipment Monitoring (REM) enables BT Conferencing to monitor your endpoints, router interfaces, gatekeepers, gateways, and IP/ISDN networks through a secure IP connection from our technical centres to your network. Our unique application dialogues with your equipment to determine the health of each device and provides automatic alert notifications and continuously updated status reports that you can access online any time.

Complex video systems require expert solutions

MCU management and hosting provides access to trained and certified support personnel when you need them. This remote-management model allows you to maximise your cost savings by reducing or even eliminating your onsite resource expenses.

Overflow and redundancy options allow seamless migration of conference traffic to our internal resources with no interruption in service. Detailed reports help you monitor and predict performance.

Have confidence in your equipment

One Care maintenance offers the largest service staff in the industry. Our professionals hold more certifications than any other video conferencing provider. Only trained BT Conferencing technicians answer your service calls. Our global team stands ready to meet your needs wherever you are, whenever you need us.



For more information please contact:

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Offices worldwide

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