



We'll take the headache out of managing your video resources

With different options and levels of service to suit you, BT Video Managed Services makes introducing video collaboration simple. Day-to-day use becomes a cinch with 'click to meet' invites and meeting information, making it easy for attendees to join. We can provide advanced assistance for vital scheduled video conferences too.

Choose the service that suits you

Click to meet conferencing:

- Cisco Meeting Application for PCs and smartphones
- Cisco Dual-Homing integration with Skype for Business
- Polycom RealConnect integration with Skype for Business.

Scheduled conferencing:

- **Automated** – use our tools to schedule self-launching video meetings
- **Attended Launch** – our producers meet and greet meeting attendees
- **Dedicated Producer** – we'll assist you throughout the entire meeting.

Have confidence in your equipment

Video Managed Services gives you access to our certified support team, who will keep your equipment working whilst you run your business. We're one of the most experienced customer support teams in the industry – so you know you're in safe hands.

Complex video systems take expert solutions

Our remote management model saves you time and money, letting you cut-down your on-site resources whilst boosting performance, quality and adoption. Our expert team can look after your entire video conferencing estate.

One Care Preferred endpoint management services are a one-stop-shop for handy features like third party hand-off, real-time monitoring, configuration and software management. It even comes with automated point-to-point launch (scheduled and on-demand), reporting for point-to-point conferences, and Remote Equipment Monitoring (REM).

Infrastructure management helps with Cisco or Polycom video conferencing, providing tools that are secure, reliable and easy to use. It's great if you have, or plan to invest in, your own video conferencing infrastructure and you need experienced staff to set up and maintain your equipment.

At the heart of this proposition is our long-standing commitment to bringing people together, regardless of what device or network they're using. That's why we invest in incredible tools that integrate fabulously with your current set-up.

Video Managed Services

Click to meet conferencing:

- **Outlook scheduling plugin**
Book rooms and send invites with attached easy-to-follow instructions for joining the conference.
- **Simple virtual meetings**
Forward meeting details via email signature or any other messaging system, with an invitation that includes steps for joining.
- **Dedicated service desk**
Extra support for your IT helpdesk. We'll also help get video room attendees up and running for a stress-free conference.

Scheduled conferencing:

- **Automated**

Make automated point-to-point video calling and scheduling simple, letting you book video conferences wherever you are or start them instantly with the 'Launch Now' option.

- **Attended Launch**

We'll make sure the call launches well and runs smoothly throughout, making sure each site is connected whilst monitoring the bridge activity and connectivity.

- **Dedicated Producer**

A BT conference Producer will manage your entire conference – ideal for high profile meetings. Additional fees apply for this service.

Mobile video is everywhere

Many users now have access to video on their personal devices. And they want to use the capabilities to collaborate with others; whether on the go, working from home, or simply have a preference for mobile collaboration.

At the same time, organisations need to maintain the security of their networks, preserve the privacy of their meetings, and ensure that any new capabilities are seamlessly integrated with their business processes.

BT's Video Managed Services provide different levels of security allowing you to choose the best fit to cover the needs of your organisation:

- **Good:** Video on BT Cloud Compute
- **Better:** Video Private Cloud
- **Best:** Video in your own data centre

Mobile application software

Join video conferences from a desktop, tablet, or mobile device, with the same features you'd get from either Cisco or Polycom. What does that mean? BT Video Managed Services can support the following software:

Cisco	Polycom
Skype integration: dual home as well as direct to the CMS bridge	RealConnect Skype integration
Jabber	RealPresence desktop
WebRTC	RealPresence mobile

Our full suite of services offers reliable, high-quality customer care

BT Engage Meeting Manager

Get flexible, convenient scheduling, launching, monitoring and managing video conferences no matter what device is used. Made to be intuitive, it's a web-based application that even works on iOS or Android devices that gives every conference the right features, such as mute/unmute and connect/disconnect. Plus, you can easily extend a conference in progress.

Conference production services

Extra support with dedicated resources for things like managing multimedia, with either a pay-as-you-go or tiered pricing package. Our conference producers can interact with attendees, push content, moderate Q&A sessions and choreograph site add / drops. Additionally, our pre-conference planning can help you co-ordinate events to make sure everything runs smoothly.

Onward services

Our Onward services platform helps you with set-up, call production, troubleshooting, helpdesk tracking and billing. Using our partner's latest technology, Onward lets you easily schedule and launch conferences between different telepresence systems using traditional video screens, in standard or high definition, on video capable PCs and smartphones.

IP Video Connect on our global network

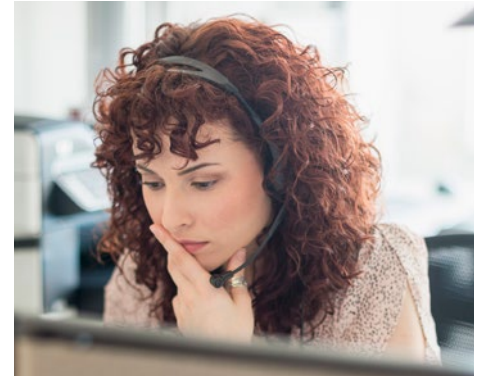
Have the unparalleled support of our global MPLS IP network in more than 180 countries. We can design, deliver and maintain a network solution that delivers a quality video experience for your team.

Remote equipment monitoring

We'll monitor your endpoints, router interfaces, gatekeepers, gateways and IP/ISDN networks through a secure IP connection routed to your network. Our custom software checks all your devices, letting you keep tabs on problems and progress at any time.

Training and adoption

Our user adoption services give you all the help you need to get your people using video to realise the best return on your technology investment. It can be tailored to your environment to bring everyone up to speed with your video conferencing solution. After training you'll be making full use of the technology's potential for scheduling, managing and conducting video meetings. Your team will also learn more about tools and tips to measure the success and effectiveness of your programme.



The BT difference

We want to help your people get the most out of your video conferencing service investments. We've got market-leading analysis tools, world-class training, and top-tier support to do just do that.

- 20+ years in the video business
- 100,000+ video conferences annually
- 25,000+ immersive and traditional endpoints supported
- 8,000+ customers globally
- 850+ Telepresence endpoints managed.

No matter your needs, infrastructure or budget, BT One Collaborate Video Managed Services can make collaboration work for you.

To find out more, visit bt.com/globalservices