



managed video conference services simplifying real-time visual collaboration

video conference services without the support challenges

Video conferencing makes good business sense – it enhances communication, reduces travel time and budget, and boosts team productivity.

In order to ensure that video conferencing delivers to its full potential, significant investment must be made in design, infrastructure, training, service development, and service support. This internal investment in service development can defocus your team from core business, rather than enhancing it.

TELUS can help. With over fifteen years experience in the end-to-end management of ISDN and IP video conference endpoints, networks, and infrastructure, TELUS has the manpower, the dedication, the knowledge, and the focus to ensure video conference services succeed within your organization.

TELUS Managed Video Conference Services are part of the TELUS Collaboration Services portfolio. This comprehensive set of products and services is designed to help you work and collaborate more effectively both within your company and externally with customers, suppliers and partners.

focus on your business needs

With TELUS Managed Video Conference Services, your company can take advantage of the cost savings and productivity benefits of video conferencing without having to become your own conferencing provider. TELUS is the business partner you can trust to design, operate, transport, and maintain a complete video conferencing solution.

TELUS Managed Video Conference Services allow you to focus on your business while we ensure the service is:

Accountable. TELUS can provide all services, including IP and ISDN networks as service options.

With one point of contact for all service-related inquiries, your business gains streamlined communications while eliminating accountability issues.

Cost effective. Since operations support costs are shared among many customers, TELUS can deliver a Managed Service at a fraction of the cost, with a higher quality level, and in a much shorter timeframe than it would take to develop and launch an internal service.

Flexible. Choose from pre-paid, monthly fixed rate, or monthly pay-per-use plans to suit your business' financial requirements and funding.

Simple. TELUS Managed Video Conference Services are designed to simplify, not complicate. Pre-engineered packages with standardized equipment for various room types are provided, along with unlimited point-to-point IP calls. Enjoy flat rate monthly monitoring, management and help desk support. TELUS takes the guess-work out of video conferencing by offering numerous options for video conference services and system packages.

Reliable. The TELUS Next Generation Network supports video conferencing Quality of Service (QoS). TELUS specialists provide pre and post sales service and support. Our conferencing infrastructure is hosted in TELUS' secure state-of-the-art data centres, with redundant network, power, HVAC and infrastructure.

Scalable. Because TELUS has invested in processes, automation and capacity planning, our video conference services can easily scale as demand increases.

Future proof. Service options include technology refresh upon contract renewal to ensure equipment is always up-to-date. Significant investment in research and development, technical standards and innovation ensures that TELUS remains the market leader and innovator.

TELUS Managed Video Conference Service options, features and benefits

TELUS Managed Video Conference offers flexible service options which may be combined to meet your exact business requirements:

- Global single point of contact help desk
- Managed video endpoints
- Managed video conference infrastructure
- Managed networks

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SERVICE OPTION	FEATURES	BENEFITS
managed global single point of contact help desk	<ul style="list-style-type: none"> Global single point of contact for all service calls- help desk; scheduling; network issues; telecom issues; warranties provided by TELUS; warranties provided by third parties Remotely supported help and service desk minimizes potential service restoration delay due to time lost traveling to site choice of pay-per incident or unlimited incident help desk programs Third party service provider warranty coordination. Fully bilingual (English and French) support 	<ul style="list-style-type: none"> Capable staff fully certified and trained on IP, ISDN, major video endpoint and video multipoint hardware
managed video endpoints	<ul style="list-style-type: none"> Major incident reports and monthly summaries by endpoint Management of existing endpoints or new endpoints Global on-site or "spare in the air" advanced equipment swap-out Global Address book management Global Phone Number management Global Software Version Management Global Proactive endpoint availability / fault management Equipment leasing/rental from 12-60 months Equipment lifecycle management Equipment buyback/trade-in 	<ul style="list-style-type: none"> TELUS Global Single Point of Contact Help Desk to coordinate all support activities worldwide TELUS on-site technicians available throughout Canada "TELUS certified" partners with on-site technicians available globally TELUS Professional Services engineering team in-house for complex "outside the box" audio visual room design and implementation
managed video conference infrastructure (multipoint bridging)	<ul style="list-style-type: none"> Hosted Shared Infrastructure option Hosted Dedicated Infrastructure option On-Premise Infrastructure option Web scheduled conferencing Operator scheduled conferencing On-demand reservation-less conferencing Operator assisted conferencing Event coordination Meeting recording Web casting Pro-active availability monitoring of hosted services IP video calls up to 2 Mb/s ISDN video calls up to 512 kb/s IP, ISDN, voice calls within the same conference Simultaneous display of computer information in-conference High Definition conferences 	<ul style="list-style-type: none"> Choice of Hosted or On-Premise Managed Video Conference Infrastructure to meet various reliability and security constraints Geo-redundant Hosted Infrastructure in state-of-the-art TELUS Data Centers with redundant air conditioning, power, and network CSIS Level II Secured Facilities and Staff
managed networks	<ul style="list-style-type: none"> Multiple quality of service (Q.o.S) levels on the same wide area network connection allows true "converged multiservice networks" with best-effort internet traffic, prioritized enterprise data, prioritized IP video conferencing, and prioritized IP voice calls on the same pipe. High availability for mission critical data Managed by TELUS – routers, help desk, configuration, installation, project management State of the art Web portal for availability, trouble, and performance monitoring 	<ul style="list-style-type: none"> Redundant core architecture for 99.9% availability Cisco Gold Certified on-site technicians