Professional Services
FOR HIGH PERFORMANCE VIDEO COMMUNICATIONS

Yorktel's Professional Services are ready to help you hit the ground running

Are you ready to build a solid foundation in video and UC&C?

Successfully deploying a Unified Communications and Collaboration (UC&C) program is a tall order for your organization, especially when video communications comes into play. The complexities involved applications, networks and devices, greater workforce mobility, remote workers and user demands can quickly overwhelm your business. And once you start incorporating presence, chat, voice, video, and mobile capabilities into your network, the technical demands can quickly outstrip the capabilities of your internal team.

Yorktel's Professional Services group is ready to help. We're experts in providing strategic, architectural, operational, and implementation planning related to your networks. Our consultants will work side by side with your team to align your unified communication strategies with your organization's goals and objectives, and provide you with the consulting and training you need to achieve higher overall performance and return.

With a solid foundation in video, UC&C, and IT processes, our consultants and trainers ensure that our clients enjoy improvements in IT efficiencies, reduction in redundancy of systems, and effective solutions for higher scalability and expandability.

Our Consulting Services Encompass:

Strategic Planning and Roadmap
Strategic planning includes advisory services that help you assess your network requirements and formulate system implementation plans. We work closely with you to integrate and develop the roadmap and strategy for UC&C. We identify the gaps between where you are today and where you want to be. We formulate your Strategic Technology Roadmap, not just for the short term but a complete long-term plan for a higher ROI. We then translate that roadmap into supporting technology initiatives that help you prioritize, and as needed, our team can help design, execute and manage those plans.

Architecture Layout and Design
By combining our knowledge of emerging collaboration technologies with your strategic plans, we layout and design a complete solution architecture for your business. The logical design of a network environment and the supporting unified communications infrastructure are developed with your requirements in mind.

Operational Assessment and Execution
To guarantee success, we test operational pieces before rollout. Benchmarking includes services that assess the operating efficiency and capacity of your network environment. Our implementation planning includes recommendations and advice on the rollout and testing of your new network deployment

Yorktel is a Total Solutions Provider of:

- Video Communications and UC Integration
- Collaboration Services
- Professional Services
- Support Services
- Staffing Services
- Media Solutions
- Telehealth Solutions
- A/V Integration

ISO 27001 CERTIFIED
BY BRIGHTLINE

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Training Services:

A critical component of any service launch is a comprehensive training program. This is the only way you can ensure a smooth transition and reliable ongoing operations. Yorktel offers a number of training programs in order to facilitate user adoption and faster ROI on your video communications investment.

End User Adoption Training

The goal of this training is to ensure that your end users know to schedule video calls and engage with our Video Network Operations Center (VNOC) to effectively leverage video within your environment. Our goal is to improve your experience with video and increase utilization, while helping your team improve productivity through collaboration.

This includes everything from how to schedule a video call, use the technology, conduct minor troubleshooting, contact our help desk, and apply best practices to the actual video meeting. We also educate the end user on how to set up a multi-point call, share their computer screens for collaboration, and bring in audio-only participants.

Our training can be tailored to meet your company's unique requirements, and is available for both new video deployments or on demand for your current systems and offices to encourage further adoption of the technology.

Ongoing Training Services

Turnover in an organization is inevitable. If you'd like training to become a regular part of your service delivery, we can conduct these sessions monthly, quarterly, or annually.

Professional Services

STRATEGIC ROADMAP AND PLANNING

- Environment assessment and recommendations
- Roadmap creation and finalization
- Business process review and standards
- Disaster recovery and business continuity
- Infrastructure analysis for global deployment
- Usage model goals and milestones

ARCHITECTURE LAYOUT AND DESIGN

- Network assessment and architecture analysis for enterprise video
- Complete solution architecture and vendor agnostic technology selection
- Detailed review of workflows, user types, existing solutions, networks, infrastructure, and preferred forms of collaboration
- Recommend UC integration and implementation approaches

OPERATIONAL ASSESSMENT AND EXECUTION

- Test plan execution of architecture, and modifications
- Full launch of operational UC&C strategies
- Develop user adoption & marketing programs to accelerate usage
- Review and document ROI and TCO models for a video deployment in your organization

Contact us

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30 YEARS
1985 2015

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About Yorktel

At Yorktel, we make complicated simple. For 30 years, we've been the global managed services provider for some of the world's largest video communications networks. Our Managed Services portfolio includes staffing augmentation, technical support, maintenance, professional services, conference support and cloud-based hosting and bridging services. As part of our commitment to excellence, we have received ISO 27001 certification, the world's leading international standard for information security management, and numerous industry awards.

With thousands of video rooms under management worldwide, we have the proven expertise and global reach to deliver an enterprise-quality visual communications experience to our customers every day, every time.

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