Yorktel Managed Services

Video Communications has become a strategic business asset – driving productivity, reducing costs and enhancing communication. But with the growing adoption of video comes ever-increasing demands on the network. A mobile workforce, broad array of applications and devices, bridging technologies, gateways, and end-user demands has introduced complexities to the corporate network that often out-pace the technical resources and capabilities of the internal IT department.

The Yorktel Difference

Yorktel's Managed Services for Video Communications offers a unique approach to managing your enterprise video conferencing network. With over 30 years experience designing, deploying, managing and supporting enterprise video conferencing solutions, we know video inside and out. We know how to manage the growing intricacies of maintaining, expanding and upgrading video communications resources, including human resources, to help you meet your collaboration requirements.

With leading capabilities in video and UC integration, end-to-end video management, technology selection and ITIL-based processes, Yorktel is already the preferred choice for enterprises in 84 countries around the world. Our team of 400+ employees is ready to help you take your video conferencing program to the next level.

Yorktel's Managed Service Components

We've leveraged our global expertise to create a core set of defined service offerings, with modular optional components that can be added or subtracted based on your specific requirements. This gives you the flexibility you need to modify your managed services program as your company's needs change over the course of time.

Aligned With Your Business Objectives

Our proven approach to video managed services enables you to:

• Support spikes in demand and overall growth, meet service levels and remain within your IT budget

• Keep your infrastructure current with updates to existing applications while integrating new applications

• Ensure your IT staff has the right skills to support your video conferencing infrastructure

• Guarantee interoperability between telepresence rooms, mobile devices, desktop systems and more

Continuity Managed Services

Support	Collaboration	Professional	Staffing
Technical Assistance/Repair	Hosting/Bridging	Consulting	Technical
Device Monitoring/ Management	Conference Support	Training	Managerial

ISO 27001 **CERTIFIED** BY BRIGHTLINE

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Global Support

When you engage Yorktel to provide technical support for your video communications equipment and network, it frees your IT team up to look past the help desk and focus on what's most important to your business – strategic planning and growth.

Our Support Program leverages an effective blend of remote and on-site service resources. These resources provide technical assistance, problem diagnosis and repair services for videoconferencing and audio-visual equipment deployments. The services included in the Support Programs are designed to provide greater up time and faster trouble reporting and resolution. With these services, our goal is to help you increase your ROI while reducing total cost of ownership over the life of your video conferencing and A/V equipment.

Technical Assistance & Repair

Our customer support center is open 24x7x365 with live answering by certified first level technicians. Technicians have immediate access to a complete profile of your room information, service order history, maintenance support processes and troubleshooting service procedures specific to your organization, thus saving your staff time and money.

Device Monitoring & Management

Our proactive device, network and application monitoring helps pinpoint problems on your network to eliminate outages and troubleshoot issues. We take a pro-active approach to manage and support your environment by identifying issues, maintaining accurate records of assets and performing administrative duties. With Yorktel tracking and monitoring your assets you'll reduce spending and improve your budget planning process.

Collaboration Services

An increasingly mobile workforce embracing BYOD has created a complex environment of disparate devices trying to connect using multiple networks and protocols. Yorktel's collaboration services and cloud hosted infrastructure assure that all of your equipment is interoperable and eases the conferencing experience. Our solutions, professional expertise and infrastructure will ensure you get the support and services you need to have a world class video conferencing program.

Hosted Infrastructure

Leverage our global cloud video infrastructure to augment your existing internal capabilities or in lieu of purchasing costly equipment. Yorktel's hosted infrastructure solution delivers guaranteed, enterprise quality connectivity while minimizing equipment investments. We offer a variety of public, private, and hybrid cloud hosting options.

Multipoint Bridging

Our self-service and Yorktel assisted bridging services are designed to support equipment from the industry's leading manufacturers, including Polycom, Cisco, Vidyo, Avaya, Tandberg, and Microsoft Lync. We also support web-based video conferencing apps such as Pexip and Acano.

Conference Support

Turning the management of your video conferences over to us, including scheduling, launching, troubleshooting, monitoring, and much more, lets your team focus on getting more done with video and less on the technology.

Professional Services

The complexities involved in deploying a Unified Communications program – applications 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.

At Yorktel, we're experts in providing strategic, architectural, operational, and implementation planning related to your networks. Our Pro-Services team can assist you with strategic roadmap and planning, architecture layout and design, and operational assessment and execution.

Regardless of their skillset, we give you one guarantee - 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.

Professional Consulting

Roadmap and Strategic Planning
Strategic planning includes advisory services that help you assess your network requirements and formulate system implementation 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.

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.

Training

End User Adoption Training
The goal of this training is to ensure that you and 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.

Ongoing Training Services
Turnover in an organization is a guarantee. If you'd like training to become a regular part of your service delivery, we can arrange to conduct these session monthly, quarterly, or annually, depending on your requirements.

Staffing Solutions

Yorktel's on-site staffing service provides both domestic and global clients with the complete operational support they need to achieve maximum efficiency. Our flexible on-site staffing service is designed to meet your environment's unique requirements, from providing a single staff member to several individuals with options for short or long term, temporary and contract-to-hire. With our staff on your premises, your teams can focus on strategy while we take care of the technology and ensure smooth operations.

Staffing Methodology

Yorktel designs client-specific on-site staffing models to ensure you receive the optimum balance of support services and cost containment. Available data on client support requirements, room counts and current operations are analyzed to determine appropriate staff positions, competencies and head count. We then make recommendations are based on our extensive experience.

Professional Personnel

Our on-site personnel are managed as part of a larger pool of experience IT, AV and video conferencing support specialists under the direct leadership of our operations department. Each has access to all of Yorktel's engineering resources and receives on-going training in new technologies and best practices.

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CELEBRATING

30 YEARS

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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 Continuity 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 tens of 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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