



# Staffing Support

FLEXIBLE SOLUTIONS FOR YOUR UNIQUE REQUIREMENTS

## Achieve maximum efficiency with Yorktel's on-site staffing

Yorktel's on-site staffing service provides both domestic and global clients with the complete in-sourcing 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 based on our best practices derived from similar deployments.

### Professional Personnel

Our on-site personnel are managed as part of a larger pool of experienced 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. A custom Yorktel web portal provides on-site personnel with the ability

to manage and track room profiles, assets, trouble tickets, projects, attendance, billing and other real-time information needed to support the on-site operations. This gives you enhanced accountability through detailed reporting.

### Yorktel Staff Augmentation Functions

#### Program Management

- Single POC to Single POC to strategize and coordinate all collaboration services.

#### Operations Management

- Provide direct management and oversight of all on site technicians
- Ensure that all areas of conference/VTC room support are operating at optimal levels as per requirements
- Main point of contact for organizing and scheduling work required with both the client and the Yorktel Service Desk

#### White Glove Concierge Service

- Full time onsite support for planning, coordination and support of meetings and events
- Enhanced training for users
- 24/7 live agent support for immediate incident management and assistance

#### Audio Visual & Video Conference Equipment Management

- On-site maintenance for decreased incident resolution time
- Asset management of equipment
- Preventative maintenance, regular room checks and immediate technical dispatch reduces room down time

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



#### Onsite Call Launching Services, including Scheduling

- Room Scheduling; room conflict management
- Centralized scheduling tools integrated into your existing calendar system; customized confirmations
- Call Launching and Management for Point to Point and Multipoint conferences
- Centralized 24/7 VNOC monitoring of conference room equipment and infrastructure

#### Event Services

- Staff to work with you to design event requirements, technical configuration and manage your webcasting or live event from end to end, providing comprehensive post event reporting

#### Multi Media Specialists

- Provide onsite assistance with hardware reconfigurations, hardware/software installations and rearrangements
- Assist with the creation of specialized presentations

## Staffing Services at a Glance

### Professional Services

UC Consultants  
Network Architects

MS Lync Experts  
PM Professionals

Cisco Certified Professionals

### Integration Services

Project/ Program Managers  
Design Engineers

Installation Techs  
A/V Technicians

### Network & Communications

VoIP Architects  
Network Engineers

System Administrators  
Desktop Technicians

Telecom Analysts

### Media Services

Event Production  
Broadcast Production

Post Production  
Distribution

### Conferencing

Onsite Operations

Events Management

Administrative

## Contact us

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**30** YEARS  
1985 2015

## 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.

  
[www.yorktel.com](http://www.yorktel.com)