

Monitor and manage your visual communications environment

Visual Communications Managed Service

Gain complete peace of mind with the visual communications managed services portfolio

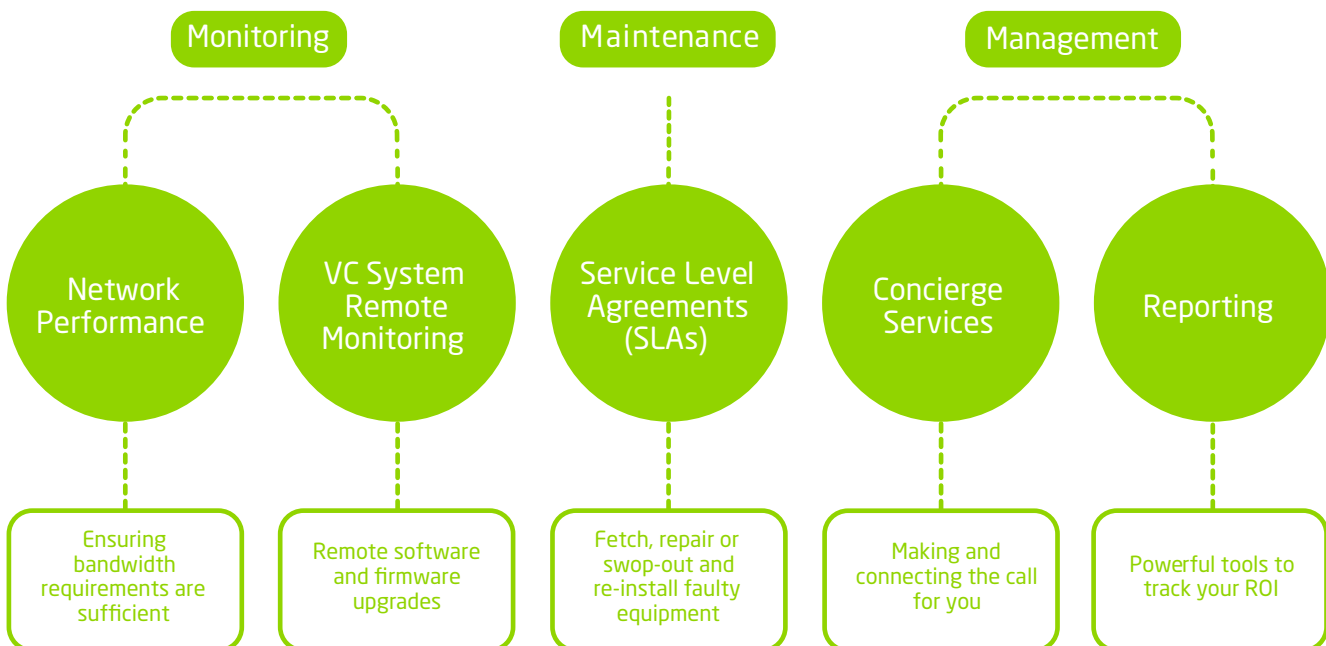
- Let us manage your visual communications needs
- Your meeting will always be ready with our concierge service
- Remote maintenance and support
- Guaranteed uptime with comprehensive SLAs
- Ensure a ROI on the technology that you have invested in
- Telephonic support whenever you need it
- Complete peace of mind, with round the clock monitoring

Product overview

With Vox's Visual Communications (VC) Managed Service, we can remotely monitor your VC system – including your display devices, video conferencing systems, and boardroom presentation suite – for maximum uptime. And our concierge service means no unexpected failures or technical bugs at exactly the wrong moment. Our state-of-the-art central

management and monitoring system is built on our advanced core network, with all the reliability that enables. The VC Managed Service team will proactively identify and resolve any issues that may crop up, so you can focus on getting your real work done.

How it works



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Monitoring

Network performance (PathView Cloud)

A visual communications experience is as much reliant on the video conferencing equipment, as it is on the network it is carried over. With PathView Cloud from Vox, every aspect of your network is monitored before you even buy your video conferencing equipment. With PathView Cloud, the exact bandwidth capacity that is available can be identified, as well as how much is utilised at any time, between two points. Furthermore, the health of the connection can be determined in real-time, as well as the reliability of data delivery and the intensity of bandwidth on the connection.

Visual communications system remote monitoring

Vox can remotely manage and monitor your boardroom technology, including display devices, audio and video conferencing systems, to ensure no unexpected delays before a presentation or video conference due to technical glitches. State-of-the-art central management and monitoring systems on the Vox core network allows for proactive problem identification and rapid resolution, thereby maximising equipment uptime. Schedule meetings with full confidence that the technology in the room is in working order.

Maintenance

Service level agreements (SLAs)

Vox's flexible SLAs give you the peace of mind that your solution will be up and running all the time. In the event that something does go wrong, engineers are always on hand telephonically at our 24/7/365 helpdesk to log into your system remotely to rectify the problem. The SLAs are flexible and can be tailor made to your requirements.

These include:

- 24/7/365 help desk
- Telephonic support
- Customisable response time
- Customised mean-time to repair
- Quarterly site visits
- Additional training refresher sessions

Management

Concierge services

Making a video conferencing call can sometimes still be complex and confusing. Save time and frustration by allowing Vox to connect that all-important call for you, at any time of the day. Vox's visual communications concierge services ensure that you are connected quickly and efficiently - and that you stay connected.

Reporting

Ensure a ROI on the technology that you have invested in. Vox remotely monitors and manages your equipment, and measures and analyses the usage continuously. Reports are then delivered to you on a regular basis.

About Vox

Innovation and insight combine in Vox, a market leading end-to-end integrated ICT and infrastructure provider and telecommunications company. From data to voice, as well as cloud, business collaboration and conferencing tools, Vox offers

intelligent solutions that connect South Africans to the world, supporting entrepreneurs, customers and commerce, whilst practicing values of integrity, choice and service excellence in all of its dealings. For more information [click here](#).

For more information on complementary or alternative products visit us at vox.co.za

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