



## AN END-TO-END MANAGED ENTERPRISE VIDEO COLLABORATION SERVICE



Virtual Presence is a comprehensive end-to-end managed video collaboration service that enables organizations to enjoy the full benefits of their video communications technology - with increased reliability, flexibility, scalability and cost savings. Virtual Presence can be deployed as a managed service in the Cloud or as a Customer-Hosted managed service, and provides a consistent and high quality user experience irrespective of the deployment option, utilizing either HB Communications's state-of-the-art video infrastructure or directly through the customer's video infrastructure.

### Service Overview

Virtual Presence makes enterprise video collaboration easier than ever. Irrespective of your technology strategy – whether you want to utilize HB Communications' state-of-the-art video infrastructure or you want HB Communications to manage your own video infrastructure, HB Communications provides a comprehensive managed service covering the underlying video infrastructure, endpoints and help desk management services to deliver a high quality user experience, and ensure seamless and consistent performance for your video collaboration requirements.

With Virtual Presence it only takes a few clicks to connect to other video participants. By using the Virtual Presence service, you can connect with another site quickly and simply using your video directory which is managed by HB Communications. Furthermore, if you need to hold a video meeting with a third party such as a partner, customer, supplier or stakeholder, we can make that happen too.

### Summary at a glance

- A simple and complete managed enterprise video collaboration solution covering infrastructure, endpoints, and help desk management services
- Flexible service deployment options – Cloud, Customer-Hosted, or Hybrid of both
- Excellent single-point customer support service provided by a team of skilled video network experts

Virtual Presence provides flexible service deployment options that can be customized for different implementation scenarios, including Customer-Hosted, Cloud, or a hybrid environment where part of the solution is on-site (customer) and part hosted by HB Communications. Below is a list of Virtual Presence features that are offered for each of the different service deployment models.

Virtual Presence <i>(Core Services)</i>	Cloud	Customer-Hosted
<b>Managed Endpoints</b>		
<input type="checkbox"/> Standard Definition (SD)	✓	✓
<input type="checkbox"/> High Definition (HD)	✓	✓
<b>Endpoint Services</b>		
<input type="checkbox"/> Operator Services Scheduling	✓	✓
<input type="checkbox"/> 24 x 7 Help Desk Support - Audio	✓	✓
<input type="checkbox"/> 24 x 7 Help Desk Support - Video 411	✓	Optional
<input type="checkbox"/> Trouble Ticketing and Tracking	✓	✓
<input type="checkbox"/> Standard Monitoring	✓	✓
<input type="checkbox"/> Standard Reporting	✓	✓
<input type="checkbox"/> Interworking with managed Telepresence endpoints	✓	✓
<input type="checkbox"/> Interworking with managed Non-TP E/Ps	✓	✓
<input type="checkbox"/> Remote Reboot	✓	✓
<input type="checkbox"/> Address Book Management	✓	✓
<input type="checkbox"/> Service Training and Documentation	✓	✓
<input type="checkbox"/> ISDN Gateway Service	✓	N/A
<b>Supported Infrastructure</b>		
<input type="checkbox"/> MCU	HB Communications proactively manages and monitors all of its infrastructure components to ensure a high-quality customer experience service	✓
<input type="checkbox"/> Gatekeeper		✓
<input type="checkbox"/> Border Controller		✓
<input type="checkbox"/> Gateway		✓
<input type="checkbox"/> Management Platform		✓
<input type="checkbox"/> Content Server		✓
<b>Infrastructure Services</b>		
<input type="checkbox"/> Information Capture and Change Management	HB Communications proactively manages and monitors all of its infrastructure components to ensure a high-quality customer experience service	✓
<input type="checkbox"/> Status Monitoring		✓
<input type="checkbox"/> Issue Reporting and Tracking		✓

Virtual Presence ( <i>Value-Added Services</i> )	Cloud	Customer-Hosted
<b>Endpoint Services</b>		
<input type="checkbox"/> Pre-Flight Testing	Optional	Optional
<input type="checkbox"/> Meet and Greet Call Launching	Optional	Optional
<input type="checkbox"/> Operator Attended Call Monitoring	Optional	Optional
<input type="checkbox"/> 3rd Party Escalation	Optional	Optional
<input type="checkbox"/> Enhanced Monitoring	Optional	Optional
<input type="checkbox"/> Room Sweep	Optional	Optional
<input type="checkbox"/> Enhanced Reporting and Quarterly Review	Optional	Optional
<input type="checkbox"/> Software Revision Management	Optional	Optional
<input type="checkbox"/> Video Recording SD (CIF 352x288)	Optional	N/A
<input type="checkbox"/> Video Recording ED (4CIF 704x576)	Optional	N/A
<input type="checkbox"/> Recording via Customer's Content Server	N/A	Optional
<b>Infrastructure Services</b>		
<input type="checkbox"/> Software Revision Management	✓	Optional

Benefits	Cloud	Customer-Hosted
<b>Cost Savings</b>	Fixed monthly flat price model for all services	Lower TCO – reduced costs for specialized staff
<b>Flexibility</b>	Enables communication with any standards-based videoconferencing platform, over IP or ISDN networks including standard definition, high definition and Telepresence endpoints	Managed services for your own video infrastructure and endpoints, in addition to concierge services including help desk, reporting, call scheduling, launching, monitoring and recording
<b>Scalability</b>	Easy "Plug-n-play" option allowing you to add and provision video endpoints as your business requirements change	Managed video infrastructure and endpoints option enables you to scale to virtually unlimited video endpoints
<b>Reliability</b>	"Always-on" service that is delivered from HB Communications's PoPs and VNOCs located in London, Toronto, New York, Hong Kong & Shanghai	24x7x365 monitoring of your video infrastructure & endpoints from HB Communications's VNOCs located in London, Toronto, New York, Hong Kong & Shanghai ensures reliability for your video services
<b>Help Desk &amp; Customer Support</b>	Live video and audio help desk services, available 24/7 globally, always attended by a qualified Video Engineer	Live video and audio help desk services, available 24/7 globally, always attended by a qualified Video Engineer, with an additional option for a "single point of contact" service for your CPE (3rd Party Escalation)

For further information about Virtual Presence or for general enquiries about how HB Communications, contact us today. [info@hbcommunications.com](mailto:info@hbcommunications.com) 800.243.4414