

ONE CALL Managed Services

OUR MANAGED "ON-PREMISE" SERVICES PROGRAM

Imagine the Possibilities! Video Guidance's ONE CALL program will manage, support and maintain your services so your company can compete on an even playing field.

Video Guidance understands that not every organization has the resources to support a video conferencing network. That's why we have developed an outsourced solution that allows you to focus on your core business while our staff manages your video conferencing network. These services are customized to your specific needs and applications.

With our ONE CALL program, your company purchases the equipment and Video Guidance will install, activate, maintain and support it. ONE CALL professional service includes:

Pre-sale involvement with customers - Video Guidance works with you during the design stage to ensure your needs are met.

Project management - The project begins with a hand-over meeting with the entire team to discuss the scope of the project.

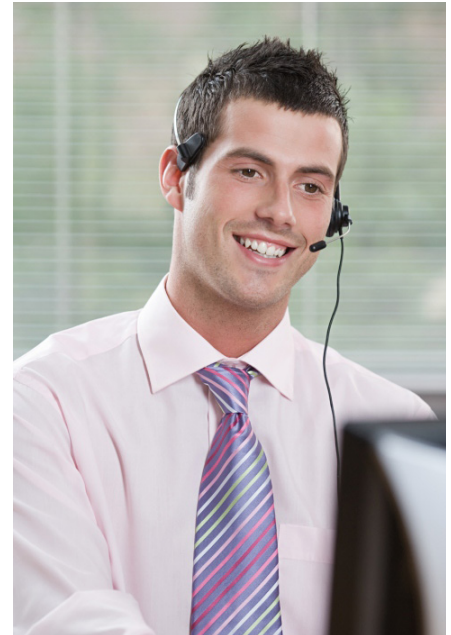
Installation - From equipment ordering to training the end users, Video Guidance provides expert turn-key installation.

Training - Because training is the most important part of successful implementation, standard and customized sessions are provided.

Video Guidance provides the project management, installation, training, and the support you've come to expect. ONE CALL support includes equipment maintenance and warranty program as well as:

- Web-based customer ticketing system
- Manufacturer escalation and management
- Industry updates and new software releases
- Spare by air: replacement products to get you up & running the next day
- Helpdesk that is open 24 hours a day, 7 days a week

Video Guidance's ONE CALL Plus and A/V programs offer complete management of a customer's infrastructure, including end points, gateways, bridges, management systems and facilities



WHY ONE CALL?

- Managed service - Video Guidance manages every aspect of your video solution
- Expert counsel - Video Guidance is an experienced, proven resource
- User experience – Video Guidance is an end-user advocate to ensure customer satisfaction

DIRECT BENEFITS TO YOUR COMPANY

- Improved ROI
- Business transformation
- Maximization of resources