



# RESOLVE Support Services – Total Support

Glowpoint's Resolve package is specially designed for organizations looking to gain maximum support through the use of third-party video collaboration experts.

With Resolve, the Support Center is responsible for the complete management of your video endpoints and infrastructure components, including remote monitoring, incident detection and resolution. With Resolve, the Support Center provides business-class helpdesk support 24x7x365 and assumes the responsibility for the execution of your maintenance contracts for repairs.

Resolve support includes a full complement of remote monitoring, helpdesk services, as well as incident detection and resolution for ① hardware-based video endpoints, ② soft clients, and ③ hardware infrastructure.

## ① Resolve for Hardware-based Video Endpoints

Resolve for hardware-based video endpoints is a full-featured support service for immersive telepresence, multipurpose room systems, and executive desktop systems.

### Features

- **Helpdesk** – End-users can contact the Support Center's highly trained technicians 24x7x365 for live support, including basic troubleshooting and general end-user questions.
- **Ticket Management** – The Support Center keeps track of the entire resolution process, logging all incidents, providing ticket numbers, updating ticket notes, and tracking the ticket through to resolution. All of this information is transparent and made fully available to our customers.
- **Endpoint Troubleshooting** – When incidents are detected, the Support Center begins troubleshooting and manages the incident until it is fully resolved.
- **Maintenance Support** – The Support Center assumes management of the customer's existing hardware maintenance contract. This allows the Support Center to execute on system repairs, parts replacement, as well as software upgrades, on the customer's behalf.
- **Configuration and Change Management** – Each year, the customer can schedule up to two software upgrades to be performed by the Support Center. The upgrades are coordinated in adherence with customer change management procedures.
- **Service Performance Reporting** – Reports can be generated at the Customer's convenience for time to isolate a ticket's history and for the mean time to repair. And a full complement of reports is presented during quarterly business reviews.

## ② Resolve for Soft Clients

Resolve for soft clients is a full-featured support service for customers that have deployed video-enabled soft clients to end-user desktops, tablets, and mobile devices. The first step in gaining full management of a soft client deployment is to ensure that the customer's video infrastructure has been subscribed to receive Resolve support, which then allows the Support Center to manage the desktop/mobile solution. From there, end-users have full access to contact the Support Center to troubleshoot and resolve issues.

### Features

- **Helpdesk** – End users have full access to contact the Support Center 24x7x365 for live technical assistance regarding their supported video soft clients.
- **Ticket Management** – The Support Center keeps track of the entire resolution process, logging all incidents, providing ticket numbers, updating ticket notes, and tracking the ticket through to resolution. All of this information is transparent and made fully available to our customers.
- **Application Troubleshooting** – When the Support Center is contacted, a skilled technician will begin troubleshooting the video-enabled soft client. The Support Center will manage the incident until it is resolved – whether the fix is implemented by the Support Center, the customer's IT resources, or a third party.

## ③ Resolve for Infrastructure

Resolve for Infrastructure provides comprehensive support, including remote monitoring, Level 1, 2, and 3 support, and change management for video infrastructure. Infrastructure supported includes gatekeepers and registrars, border controllers, MCUs, media servers, and management appliances. The video infrastructure devices can be supported on the customer's premises or via the Support Center's secure data centers.

### Features

- **Notify Service** – When incidents are detected on the customer's infrastructure, email alerts are automatically sent to the Support Center and to the customer's technical contacts, enabling our technicians to immediately begin investigating the incident.
- **Helpdesk** – Customer administrators can contact the Support Center if they are experiencing an issue with their supported infrastructure device, and our highly trained specialists can

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immediately provide basic troubleshooting, answer general questions and escalate problems to Level 2 and 3 engineers.

- **Ticket Management** – The Support Center logs customer incidents, ticket notes, provides a ticket number, and tracks the ticket to resolution.
- **Troubleshooting** – From Notify and/or a Helpdesk inquiry, the Support Center begins troubleshooting and manages the incident until it is resolved. All incidents are immediately escalated to Level 2 and 3 support if basic troubleshooting does not resolve the issue.
- **Maintenance Support** – The Support Center assumes management of the customer's hardware maintenance contract. This allows the Support Center to execute on system repairs, parts replacement, as well as on software upgrades on the customer's behalf.
- **Configuration and Change Management** – Each year the supported device can receive up to two software upgrades. The upgrades are coordinated between the Support Center and the customer in order to adhere to change management policies.
- **Backup and Restore** – Infrastructure settings are backed up and stored by the Support Center so that the settings can be restored should a device fail.
- **Reporting** – Reports are available for device downtime, for ticket history, and for service performance.

### Enhancement Options

#### Proactive Monitoring for Resolve Video Endpoints

Customers with hardware-based video endpoints that subscribe to the Resolve service can add Proactive Monitoring. Proactive Monitoring includes 24x7x365 monitoring of supported video endpoints and our Automated Video System Sweeps (AVSS).

#### Proactive Monitoring Features

- **Remote Monitoring** – Endpoints are remotely monitored 24x7x365 by the Support Center's NMS via SNMP trapping and polling. When an incident occurs with a video device, a ticket is generated and an email is sent to the customer's technical contact. The technical contact receives a ticket number, endpoint information, information regarding the incident that occurred (e.g., high packet loss), and the time the incident was detected. Upon being notified, a Support Center's technician begins troubleshooting the incident.
- **Automated Video System Sweep (AVSS)** – Each night, the AVSS accesses the customer's video endpoint and places a test call. The system evaluates irregularities (e.g. packet loss) and ensures

that the device is "video call ready" and is performing to its specification. If a fault is detected, the Support Center is notified and begins troubleshooting the incident.

### Network Support Services

The Network Monitoring option allows customers to outsource the management of video traffic on their LAN and WAN to the Support Center. We install a small appliance at each site being managed, which can support multiple video endpoints or infrastructure devices. The appliance allows the Support Center to gain end-to-end visibility to any location, across any network, including third-party network providers. This enables the Support Center to troubleshoot and resolve network incidents that involve video devices or soft clients.

### Network Support Features

- **Network Flow Monitoring** – The Support Center can view which applications are running on the customer network and identify how they are affecting video on the network. The Support Center can also monitor QoS on the network to ensure the customer's network is properly configured to support video.
- **Path View Monitoring** – The Support Center can trace a route through the network and identify where a problem exists. This allows the Support Center to more effectively identify failure points on the network.
- **Video Simulation** – The devices installed at the customer's site can place simulated video calls to each other at speeds of up to 2 Mbps. These calls provide insight into the performance of a call via the network. Calls can be scheduled regularly with reports sent daily, weekly, or monthly.

### About Our Support Centers

Glowpoint delivers business-class support through our fully outfitted Support Centers. Our Support Centers are staffed 24x7x365 with IT and video collaboration experts who have a wide range of certifications and who have undergone extensive training. Our Support Centers are in multiple locations around the world with teams that are dedicated and committed to resolving any issue and to answering questions quickly and professionally.

Our support team relies on the latest automation and management tools, along with their extensive experience, training and knowledge to provide our customers with comprehensive support.

**Our Goal is Simple:** To provide our customers with unparalleled support for maximum utilization of their video collaboration environments.

**GLOWPOINT**<sup>®</sup>

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