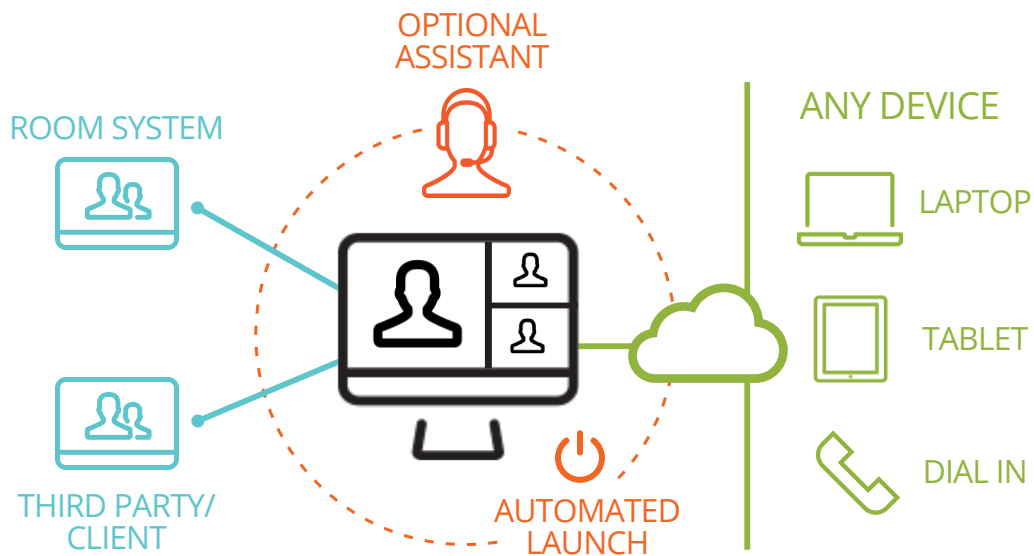


SmartStart

EVOLVING “WHITE GLOVE” VIDEOCONFERENCING

When you need your video conference to work flawlessly, using an unsupported service isn't an option. But incurring the cost of a dedicated concierge adds up quickly. With today's technology can't there be a balance between automation and support that brings real cost innovation? At Glowpoint, we've developed software-based technologies to provide a concierge experience at a fraction of the price.

Glowpoint's SmartStart is a video bridging service that automates the complexity of room scheduling, video endpoint management and video call launching. The automation eliminates the cost of a dedicated meeting concierge but still produces a hassle-free, high-quality video meeting. Additionally, SmartStart integrates VMR technology so meetings can be inclusive of any device, at any time, securely, easily and reliably.



BENEFITS



Cost innovation for concierge assisted video meetings without sacrificing the user experience.



Increased adoption of video through a single service for important meetings while helping users transition to self-service models.

FEATURES

SCHEDULING – Schedule and manage your video endpoints and conference rooms with our easy online portal. Through our CustomerPoint® web portal, schedule your existing VMR or we'll provide you with a temporary one for your meeting. Select the video conference systems that you want to connect and send meeting invites to participants.

AUTOMATIC CALL LAUNCHING – Glowpoint automatically launches your video meeting at your scheduled time and connects the appropriate video endpoints.

VMR FLEXIBILITY - Join SmartStart meetings from conference rooms, desktops, mobile devices, and phones - pick the device of your choice.

CONNECTION ASSURANCE – If a scheduled endpoint doesn't connect or drops during the call, we'll automatically attempt to reconnect, instantly.

SECURITY – Security options including a chairperson pin code for your VMR and forced media encryption for all participants.

CLOUD, HOSTED OR ON-PREMISE – Leverage our cloud collaboration infrastructure or your existing video environment and, when necessary, we can help procure hardware or network services to ensure your video environment is optimized.

INTEROPERABILITY – SmartStart works with browsers, mobile apps, video conferencing solutions and UC apps and is interoperable with WebRTC, SIP, H.323, ISDN, and audio-only endpoints. Supported manufacturers include Polycom, Microsoft SurfaceHub, Cisco, Lifesize, and Avaya/Radvision.

QUALITY ASSURANCE - For a guaranteed high level of service, SmartStart provides a multi-tenant concierge, who will monitor the meeting and troubleshoot issues if they arise. SmartStart is essentially a managed video conference more efficiently managed.

WHY CHOOSE GLOWPOINT?

- We specialize in empowering IT's delivery of conference bridging, infrastructure management and support services to ensure you achieve the highest-quality video experiences.
- Our Video Support Desk is available 24x7 to help you when you need it, to ensure a great user experience.
- Glowpoint's SmartStart provides an evolutionary path from high-touch video conferences while incorporating new technology that provides wider adoption and lower price points.



PROOF POINTS

- 99.9% of the time, all endpoints scheduled for a SmartStart conference will be dialed out to at the scheduled start time so the meeting is ready when you are.
- More than 6,000 managed videoconferences per month.
- Millions of video conferencing minutes every month.

Enjoy Hassle-Free, Auto-Launched Video Conferences with Surprising Affordability

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