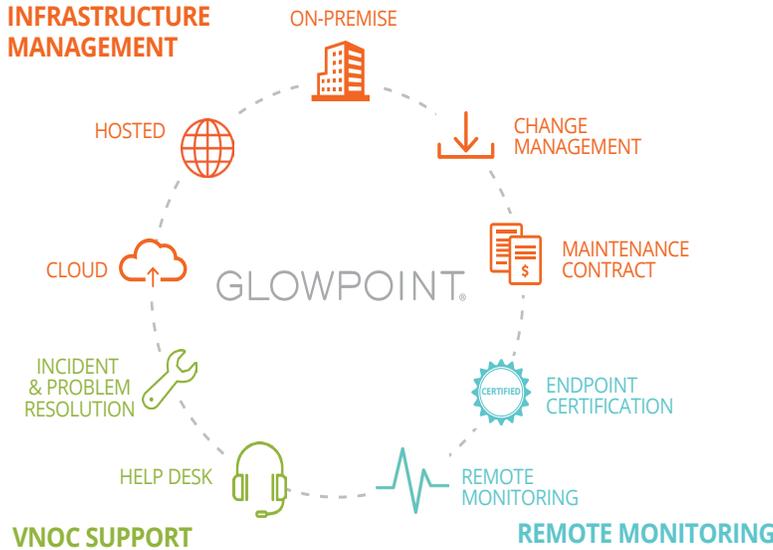


# Videoconferencing Managed Services

EMPOWERING IT'S DELIVERY OF HIGH-QUALITY VIDEOCONFERENCING



In our world of doing less with more, IT teams are already stretched thin. And when your organization has embraced video, it's another area of expertise required for your team, draining resources for a single application. At Glowpoint, as the video conferencing specialist, we are a natural extension of your IT team delivering the best video conferencing experience for your organization.

Glowpoint offers a complete range of managed services for your video conferencing needs including infrastructure management, remote monitoring and Video Network Operations Center (VNOC) support services, all with predictable monthly billing. Glowpoint's 15 years of experience across most video platforms and our sole focus on video conferencing allows us to provide better service and better expertise than any other provider.

## BENEFITS



Rely on the videoconferencing specialists to deliver a more dependable video environment



Augment your IT team's expertise and provide innovation and added support to your users



Delight your users with experiences backed by proven SLA's and reporting



Reduce Opex by leveraging our economies of scale and cloud technologies



Concentrate on your core business, not on video conferencing technology

## SERVICES

**INFRASTRUCTURE MANAGEMENT** – Offload your team’s infrastructure burden whatever deployment your business requires or move it to the cloud and let us take care of it.

**REMOTE MONITORING** – Let Glowpoint discover hardware problems prior to the start of a video meeting to ensure a smooth user experience.

**VNOC SUPPORT** – Leverage Glowpoint’s expertise to quickly troubleshoot, solve incidents or resolve their underlying problems.



### FEATURES

- **Leverage ServiceNow** – We provide access to our ITSM platform, ServiceNow, so IT teams can quickly monitor incidents, enter tickets themselves or see reports without ever talking to Glowpoint.
- **Connectivity & Hardware** – As your video conferencing partner we can help procure hardware or network services to ensure your video environment is optimized. However, we are not a VAR; our only consideration is what’s best for your situation.



### WHY CHOOSE GLOWPOINT?

- Scalable managed services to tailor the exact right level of support for your IT team
- 20 years of experience managing hybrid video conferencing environments
- We specialize in empowering IT’s delivery of conference bridging, infrastructure management, and support services to ensure you achieve the highest-quality video experiences



### PROOF POINTS

- 24x7 Service and Support from our Video Network Operations Center.
- Glowpoint support staff is ITIL certified, ensuring a common framework for service management.
- We manage and support Polycom, Microsoft SurfaceHub, Cisco, LifeSize, Sony and Avaya infrastructure and endpoints around the globe.

## Extend Your IT Team’s Ability to Support High-Quality Videoconferencing

[contactme@glowpoint.com](mailto:contactme@glowpoint.com) | 866-456-9764 (US) | +1 973-855-3411 (INT’L)