

SKC Videoconferencing Service Solutions

In the world of videoconferencing, accessible support is vital to a successful working environment. With SKC's Video Network Operations Center (VNOC), you have immediate access to a staff of experts to handle all of your video related issues. Whether you have a single, local unit or multiple international units, SKC has support options to help you get the most out of your investment.

Video Support Services	SKC Managed Services with Partner Maintenance	SKC VNOC	Manufacturer Partner Maintenance
8x5 Unlimited Access to Technical Experts	X	X	X
User Training	X	X	X
24x7 IP Test sites	X	X	X
First Call to SKC	X	X	X
End User Level Help Desk	X	X	X
Access to Software Updates	X	X	X
Next Business Day Hardware Advance Replacement	X	X	X
Survey for customer satisfaction feedback	X	X	X
24x7 Unlimited Access to Technical Experts	X	X	
Priority Answer	X	X	
Dedicated Phone Line	X	X	
Remote Training	X	X	
Extensive Troubleshooting of Entire Video Environment	X	X	
Software Update Alerts via web link	N/A	X	
Software Updates Executed by SKC	X		
Proactive Equipment Monitoring	X		
Monthly Reviews	X		
Utilization Reports	X		
Manual Equipment Sweeps with Alarm Resolution	X		
Scheduling and Call Management Services	X		
Concierge and White Glove Call Support	X		
Port Overflow for Increased MCU Capacity	X		
VPN Access	X		
Private Case logging, access, etc.	X		
User Portal with usage statistics, instant reporting, case initiations and status updates and scheduling services	X		

SKC DESIGNS, BUILDS AND MANAGES TECHNOLOGY FOR ENTERPRISE COLLABORATION USING VOICE, VIDEO AND AV TECHNOLOGIES SO THAT YOU CAN COMMUNICATE SMARTER AND FASTER.

800.882.7779



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SKC Managed Services

Our *Proactive* managed platform allows SKC to evaluate your video environment as a whole and develop a customized service solution to help meet your internal business initiatives. While you focus on your core business, let SKC's Certified Video Technicians (CVT) enhance your productivity and collaboration as we Monitor, Manage and Measure your video network on a 24x7 basis. All video equipment must maintain manufacturer extended warranties for this service level.

Proactive Asset Management

- **24x7 Equipment and Call Monitoring:** Proactive endpoint and infrastructure monitoring gives visibility to equipment alarms before they become call failures. SKC provides daily sweeps to make sure that both your video network and equipment are ready for your users whenever collaboration is necessary.
- **Software Updates and Upgrades:** SKC will provide monthly alerts of any available software updates and upgrades and make recommendations based on the current video environment. SKC staff will upgrade all approved software following client approval.
- **Standard Settings:** SKC's specialists will standardize settings for your technology deployment and push those to all equipment on a daily basis. By cutting out variables, we can alleviate user needs and cut down on time to resolution should any issues arise.

Personalized Help Desk

- **24x7 VNOc Support:** SKC understands the urgency of issues in this environment and our remote VNOc staff provides multiple layers of support to your total video solution. Help desk support can be successfully routed through SKC to assist end users with videoconferencing related issues. All help desk support will be documented in SKC's ticketing system and detailed reports will be provided monthly.

Call Management

- **Scheduling Services:** SKC can support your conferencing reservations and scheduling via live specialist, web reservations or email submissions.
- **Call Launching:** SKC connects and launches video calls remotely to create a fail-proof video environment for your users and clients.
- **Concierge Services:** A high profile call or large company meeting may require an additional level of service. With Concierge Services, video calls can be fully monitored and produced to your standards through the SKC VNOc.

Metric Analysis

- **Monthly Reporting:** Review metrics on total usage, usage per endpoint and break down the details behind each call for a thorough analysis with a team of SKC Account Executives, VNOc personnel and Collaboration Engineers for a comprehensive overview. In addition, all help desk support case information will be presented with problem description, resolution, execution timelines, current status, etc. SKC will review cases for trends and provide recommendations.



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SKC VNOC Services

Do you currently have a certified staff that proactively monitors your video environment, but need reactive assistance with manufacturer escalation? SKC's VNOC Services give you the ability to escalate to our expert staff, 24x7.

Priority Answer

Members of SKC VNOC receive a separate toll-free number for priority answer by one of our Certified Video Technicians (CVT). Calls are routed directly to Tier 2 support team experts to ensure the fastest possible issue resolution.

Troubleshooting and Resolution

A CVT will provide immediate troubleshooting and maintain ownership of your issue through resolution. SKC will escalate the issue to the appropriate internal resource or manufacturer as needed to reach a quick and thorough resolution. If equipment replacement is required, the CVT will contact the manufacturer to open an RMA, order the part, and confirm the equipment arrives onsite. SKC will follow up with the client and the manufacturer until the process is complete and the video system is back to full functionality.

Case Closures

A unique Case Number will be created for all issues that are reported through the VNOC Help Desk. The Case will remain open in the SKC system until resolution has been reached and agreed upon by both the CVT and the customer.

Satisfaction Guaranteed

SKC strives to exceed customer expectations with all of the products and services we provide. To ensure your satisfaction, SKC surveys our clients on a regular basis for feedback on your interaction with our staff. Our VNOC staff maintains a 4.92 out of 5 average survey score, with 96% of clients responding "YES" when asked if they would recommend SKC support to someone else.

Additional Services

As a member of SKC's VNOC Help Desk, clients can also take advantage of event support through SKC. This includes high profile video calls, or any other video related event that requires additional support. SKC only requires 48 hour notice to allocate the right resources to support said event.

VNOC members will also receive a monthly Software update/upgrade web alert that will provide release notes for manufacturer products and direct links if applicable.

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VNOC Help Desk Contract Terms

Polycom, Cisco and VBrick equipment must maintain manufacturer extended warranties for software availability and equipment replacement. These maintenance agreements require continuous coverage and recertification fees may apply.

VNOC services apply to video endpoints, video infrastructure, Immersive Video applications and their direct peripherals. Issues with external components, such as integrated Audio Visual solutions, will be routed to the SKC AV Help Desk.

SKC will not be responsible for system failure due to operator error, misuse, or any other malfunction within an origin determined not to be the result of a manufacturing defect or failure.

Technical support for equipment not covered by this contract will be billed at current labor rates.

Renewals

SKC's VNOC Help Desk is available for renewal. Renewal notices will be sent 60 days prior to the expiration of the current contract. Contracts not renewed within 90 days of the current expiration date will be subject to a recertification fee. Depending on the lapse, SKC may require a video inventory evaluation before providing a renewal quote.

Manufacturer Maintenance

At the heart of all of our videoconferencing service solutions, is manufacturer maintenance. As a certified service provider, SKC offers affordable partner branded solutions to keep your video environment in working condition. Contact our team of experts, 8x5 for issue resolution and manufacturer escalation. Customer must maintain continuous coverage for access to software upgrades and next business day hardware replacement. Manufacturer maintenance is required for SKC's Managed and VNOC offerings.

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