



UC is a complex business. Keeping it going requires experience.

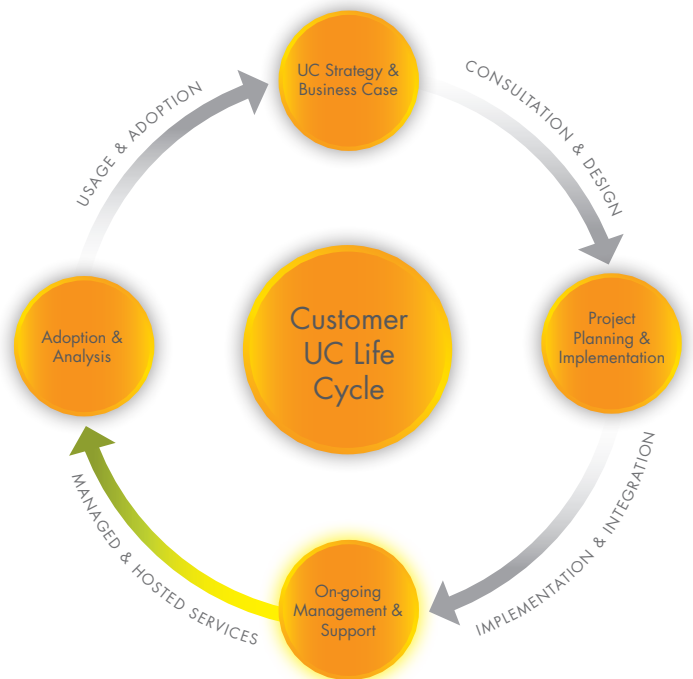
Unified communications (UC) is the integration of communication tools such as video conferencing, web conferencing and IP Telephony, ultimately offering the end user the flexibility and freedom to communicate when they want, how they want and from wherever they want.

Let us work with you

We view the development of a UC solution as a journey and not a discrete, single event. To support this journey, we have developed a services first strategy which follows you in your UC life cycle.

Implementing a UC solution is just the start of what can be a long and complex process. The next step is the on-going support and advanced management services required to keep your solution up and running and functioning based on the UC objectives defined at the outset of the project.

With over 20 years in the industry and a team of long term technical experts and engineers, we understand the complexities and what it takes to manage and support a UC solution.



When we say UC experience we mean it...

- All our support staff (technicians and engineers) have specific UC experience with most of our engineering team having at least 10 years in the industry and supporting some of the largest UC and conferencing networks in Australia.
- We have been providing our Advanced Management services to some of the largest conferencing networks in Australia.
- We have worked closely with and formed real partnerships with the largest UC manufacturers in the industry. These partnerships have allowed us to be part of and learn from some of the first IP Telephony, Media Services, Telepresence and Video conferencing implementations in Australia.

Support and Advanced Management

Using our experience, we have developed a managed service offering just for UC. We have two different managed service offerings – Support and Advanced Management – each designed to ensure your UC solution is working for you. These are two distinct offerings with their own objectives but depending on your solution and requirements often go hand in hand.

Support:

Our support services include a service desk and maintenance programs designed to provide on-going help and ensure the uptime of your UC solution.

The **iVision Service Desk** provides three different levels of support with each level being supported by experienced and well qualified staff. iVision has over 15 years of experience supporting their customers' UC solutions. The goal of the iVision Service Desk is to resolve any incidents or problems as quickly as possible, so your UC solution stays up and running.

iVision's Maintenance Programs are designed to ensure that you get the most out of your investment. Our long standing partnerships with some of the largest UC manufacturers ensure that when there is a problem with your equipment and/or software, we have the relationships in place and the certifications to guarantee support from those manufacturers. The goal of our Maintenance Programs is to provide the value-added service required to support all your UC systems, regardless of the manufacturer and always understand how each system fits into your overall UC solution.

Advanced Management:

UC not only impacts the network but also directly touches your end users. Supporting your end users and their UC requirements as well as making sure the network is optimal for all of UC's real-time applications requires resources and experience - typically limited in most organisations.

Understanding this, we have designed an Advanced Managed Service customised for UC. Using our experience and resources, we have developed a comprehensive offering that includes:

- **Monitoring** – viewing the UC activity including the status of all the hardware and systems on your network and providing you with a customised alert and notification process.
- **Platform Management** – ensuring end user access to UC services including the management of address books and partnering with you to support the UC requirements for directory services.
- **Conference Management** – assistance and monitoring for all your conferences including scheduling and reservations.
- **Event Management**- pre-event testing, coordination and on-site support of all large and non-standard conferences.

Ultimately with our Support and Advanced Management offerings, we want to build a managed service program that takes into consideration all the complexities of UC but takes those complexities away from you, your end users and meets organisation's objectives.