Device management & monitoring
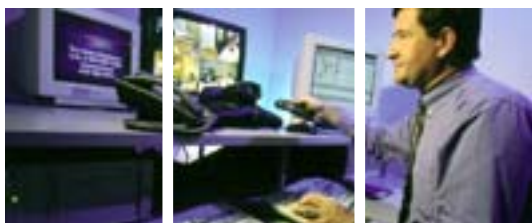
Take a proactive approach to your videoconferencing system

Let Wire One help you have a successful conference

In today's fast-paced world, you know that fast and effective communications can make the difference in your organization's ability to compete. You need to look ahead of the game and anticipate problems before they occur. By taking advantage of Wire One's management and monitoring services, you get a proactive approach to your videoconferencing environment that makes sure your system is up and running when you need it.

Our remote approach saves you time and resources

You've made a commitment to video meetings and an investment in your equipment. Now you need to manage the day-to-day operations. Wire One's management and monitoring solutions are designed so you don't have to make a big investment in in-house resources. You also don't have to experience a breakdown to find out your system needs maintenance. We give you the top video expertise in the industry to manage your system, a robust software solution to capture data and easy-to-use reporting tools that keep you informed.

Complex video systems take expert solutions

A successful videoconference is the result of the interaction of a thousand details and technology elements. Wire One provides management and monitoring for Multipoint Control Units (MCUs), IP/ISDN network; gatekeepers, gateways, routers (interfaces only) and endpoints. The technology surrounding these devices is always changing and our staff is constantly training and evaluating new innovations to support your application. We schedule quarterly reviews that let us analyze the information we get from your system and map a future path that fits the needs of your organization.

Our full suite of services offer reliable, high customer care

Our goal is to give you complete confidence in the reliability of your videoconferences. We can manage or even host your bridge, monitor all your equipment, provide Help Desk services to troubleshoot issues, give you redundancy and overflow service should your system get overloaded and provide the billing and reporting so you can keep track of the health of your system. As your partner in videoconferencing, the vitality and reliability of your meetings is our priority.

Remote Equipment Monitoring
Identify issues before they impact your videoconference

Proactive monitoring lets you know when your equipment needs help

With Remote Equipment Monitoring (REM) services, Wire One proactively monitors the technology elements that support your videoconferencing environment. We can monitor endpoints, routers (interface only), gatekeepers, gateways and IP/ISDN networks through the codec.

REM leverages IP network connectivity from our technical centers to your network. You connect to our unique proprietary software that dialogs with your equipment to determine the health of each device.

Automatic notification informs the right people when an alert occurs

If REM determines a device is down or can't support a conference, an alert occurs and an e-mail is sent to technicians who can perform remote diagnostics and get the system up and running as soon as possible. Notifications can be sent to your in-house staff or directly to the Wire One Help Desk based on the criteria you choose.

Web access gives you a view on the health of your system

Our convenient web interface lets you check out the devices that support your videoconferencing in near real time from any internet terminal. A clear, graphical interface gives you a strong visual picture of the health of your videoconferencing environment - red highlights tell you immediately if there are alerts on specific devices. Icons mark devices that have a ticket open with the Wire One Help Desk - and you can easily browse a summary of open tickets.

Using this tool, you can navigate to the interface of any device. You can actually change the settings on any codec and capture JPG images that let you see what the camera sees.

Graphical site status ensures meetings are scheduled in rooms with working equipment

Another graphical screen shows the status of each site as well as scheduled and ad hoc conferences. This includes conferences scheduled in the future so you can change meeting locations ahead of time if you know a codec will be down.

Trouble ticket management puts issues in contact with the people who can resolve them

If a device cannot be fixed remotely, as an option, we can act as your agent to manage trouble tickets through to completion. Often there are multiple providers that support customer devices - endpoint manufacturers, network providers and internal IT departments - and Wire One can provide the expertise to oversee the issue until the problem is resolved.

A cutting edge solution for a low monthly fee

With Wire One's Remote Equipment Monitoring services, you enjoy all the benefits of a powerful solution without sinking a lot of money into fixed costs. We invest in the resources that keep REM a viable tool to meet the needs of our customers. You save because you don't have to invest in software, hardware and staffing resources - not to mention the research and development to keep the solution current.
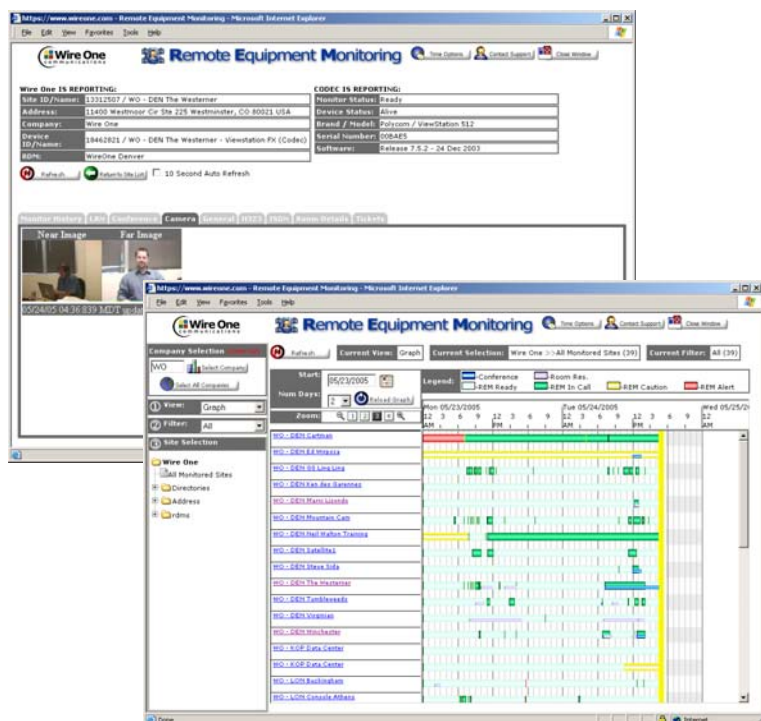
MCU, Gateway & Gatekeeper Management
Videoconferencing expertise saves you time & money

**Expert management helps you
get the most out of your videoconferencing system**

A Multipoint Control Unit (MCU), gateway or gatekeeper is a big investment - and managing and maintaining that equipment is a job that can eat up a lot of resources. Videoconferencing is our business and we have the expertise to manage all the complex elements that work together to produce an efficient video system. With our management services, you can tap into a level of technical expertise with the assurance that you always get personnel that are trained and certified on the latest equipment and technology. Our remote-centric approach saves you money on on-site resources so you get a more cost-effective solution.

Every system is different - so every solution is customized to your needs

Constantly changing technology and varied applications in today's videoconferencing world mean that every customer has a different mix of equipment and philosophy. At Wire One, we support a wide variety of equipment makes and models and constantly face the unique challenges of interconnecting equipment from different manufacturers. We start with an overview of your environment and certification of all equipment so we can map out a plan that fits your needs. Quarterly reviews help you evolve your system with new technology and upgrades. Detailed reports help you monitor and predict performance so you can maintain conferences that are efficient and effective for end-users.

A single point of contact for comprehensive management services

Included in our standard management service offering is:
- 24x7 device monitoring
- Equipment certification
- Configuration management
- Network connectivity
- Problem logging, tracking, diagnosis, resolution
- MCU call overflow management
- Device volume and capacity planning & management
- Testing & installation of software updates, enhancements & Wire One approved major releases if applicable
- Network Troubleshooting Assistance - 1 hour/month of troubleshooting services with any network service provider to assist in resolution of network related issues that impact the videoconferencing services
- Detailed reporting

Optional overflow and redundancy services provide business continuity for your video system

Sometimes the volume of calls on your MCU is too much for your system to handle or you need to use features your equipment doesn't have. Wire One's overflow and redundancy services provide seamless migration of conference traffic to our internal resources. There is no interruption in service, no need to understand port capacity, conference resource constraints, site conflicts or time zones - we handle all the details. Features include:
- *Automatic overflow protection* is pre-set to produce calls when conference requests exceed capacity
- *Failsafe protection* automatically detects technical failure on a customer's MCU, gateway or gatekeeper
- *MCU cascading* extends and enhances the functionality of your in-house resources

Host your equipment in our state-of-the-art technical center

Hosting services give customers who own their own MCUs the option of locating their equipment in one of our technical centers. Wire One has always recognized quality infrastructure as critical to the delivery of services - so now you can take advantage of the ultimate video support facility. With our hosting services you can rely on:
- Controlled and secure access to conferencing assets
- Physical storage space
- Quality support infrastructure - including an uninterruptible power supply circuit and environmental control
- Access to switched digital network services

One Care Plus

complete monitoring & maintenance in one comprehensive package

Wire One knows you're busy. Downtime with your videoconferencing system and maintenance hassles are not an option. We make it easy to manage your system with an end-to-end support solution called One Care Plus.

One Care Plus takes a proactive look at your videoconferencing system through remote equipment monitoring. When a problem occurs, it is automatically routed to the Help Desk. This way, we can identify and remedy problems before they can impact your successful videoconference.

One Care Plus gives you access to the largest service staff in the industry. Our professionals hold more certifications than any other videoconferencing provider. Only Wire One trained technicians answer your service calls – not an outsourced provider. Our global team is there to meet your needs wherever you are, whenever you need us.

With One Care Plus you get:

- 24x7x365 Help Desk Support
- Guaranteed next business day parts replacement
- On-line reporting and tracking
- 24-hour video test facility
- Software updates & upgrades included
- Next-day on-site service
- Remote Equipment Monitoring Service
- Network troubleshooting
- End-to-end ownership of trouble tickets
- Quarterly videoconferencing system analysis

Easy, cost effective videoconferencing solutions

Our goal is your successful videoconference.
We make it easy with people-friendly tools and solutions that fit into your day-to-day world. Our remote centric philosophy means that we provide the technology and expertise so you don't have to invest in expensive on-site resources. You save time and money with the security of knowing that you are backed up by the strongest service and support team in today's videoconferencing industry.

Contact us today to see how our management & monitoring services can help you get the most out of your videoconferencing experience.

Wire One communications

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