



C1 Total Care for Managed Video Services

Simplifying the Video Meeting Experience

At the core of the ongoing effort to make meetings more productive are the technology and supporting processes used to deliver modern meeting requirements. C1's Managed Video Meeting Service combines the latest technology with Advisory, Professional and Managed Services to design, deploy and support a modern video meeting experience for your organization.

The C1 Managed Video Meeting Service starts with leading technology across cloud platforms, end points and conference room controls. Supported technologies include:

Cloud	End Points	Conference Room Controls	SNMP
<ul style="list-style-type: none">• Cisco Webex• Microsoft Teams Rooms• Pexip Video Conferencing• Zoom Rooms	<ul style="list-style-type: none">• Cisco• Poly• Logitech• Microsoft	<ul style="list-style-type: none">• Crestron XIO Cloud• Extron - Global Viewer• Logitech Sync	<ul style="list-style-type: none">• Display & most AV equipment with IP capability

The C1 wraps these technologies with expert Advisory, Professional and Managed Services.

Advisory Services. Design a solution tailored for your organization. C1 experts, using their proven WAVES methodology, will work with your team to quickly create a video meeting experience blueprint supported by a detailed analysis and roadmap showing how to get from today to the desired business outcomes.

WAVES Methodology:



Workshop:
Identifies potential value



Enterprise Architecture:
Commits to the technical and business plan



Assessment:
Substantiates benefits



Solution:
Assures the stated goals in terms of enterprise objectives, business metrics and utility and asset



Validation:
Confirms short, medium, and long-term results



Investments

Professional Services

C1 Professional Services offer a comprehensive range of on-demand services to ensure your videoconferencing experience is seamlessly integrated into your technology environment.



Managed Services

Leveraging decades of video meeting support experience, C1 Total Care provides three levels of service.

	Essentials (formerly Video CSC)	Foundation	Premiere
Service desk remote support	8 x 8 EST / M-F	24 x 7 x 365	24 x 7 x 365
Onsite service	\$ Optional		
Incident Management (Trouble tickets)	X	X	X
Problem Management (Trouble ticket tracking)	X	X	X
Proactive Monitoring		24 x 7 automated monitoring	24 x 7 automated monitoring
Utilization reporting		X	X
C1 ITSM Ticket Integration		X	X
Designated Engineer			<input type="checkbox"/> MACD <input type="checkbox"/> Onboarding <input type="checkbox"/> Engineering Changes <input type="checkbox"/> Environmental checks and monitoring <input type="checkbox"/> Change Management <input type="checkbox"/> Configuration Management <input type="checkbox"/> Performance + Capacity Management <input type="checkbox"/> Quarterly Soft Management
Customer Success Manager			<input type="checkbox"/> Single point of contact <input type="checkbox"/> Service Management and reporting <ul style="list-style-type: none"> • Ticket report analysis • Project Management updates (acquired from PMs on current projects) <input type="checkbox"/> Quarterly Business Review <input type="checkbox"/> Other engagements related to the business

Meeting Solutions Are Evolving Quickly

Don't let your organization suffer the impacts of poor video conferencing and video meeting experiences any further. C1 Total Care ensures your video conferencing capabilities will deliver the modern experience your organization demands.



Ease of Use

Simplified designs are enhancing ease of use for hosts and attendees.



AI-powered experience

Automate recording and transcription with follow-up summaries, deliver automatic adaptive video while also supporting audio features such as dynamic noise cancellation and fencing.



Consistent experience

Deliver a consistent set of capabilities across a broad range of devices such as meeting room systems, desktops, laptops (browsers or clients), smartphones and tablets.



Broadcasting made easy

Hold meetings that include very large audiences, such as all company calls, with ease.



Security Integration

Using VPN or Zero-Trust Network Access tools.



API-based Integrations

Easily connect with related collaboration applications including unified communications as a service (UCaaS), office suites and business applications.

Remove the burden of video room administration, maintenance and operations. Check out the C1 Total Care Solution Overview to learn more about C1 Total Care for Managed Video Services and meet the entire portfolio of services provided by C1 Total Care.



C1, the global technology solutions provider, transforms businesses by creating connected experiences that shape the future. With more than 6,000 customers, C1 empowers industries through secure, innovative technologies, collaborating with leading partners to deliver total lifecycle solutions. Learn more at onec1.com.