

# VISUAL EXPERIENCE OFFERING OVERVIEW



## Equipment Sales and Services



- / Avaya Diamond Strategic Partner — APDS Certification, Avaya Professional Design Specialist — ACSS Certification, Avaya Certified Support Specialist



- / Cisco Gold DVAR and Master Collaboration Partner — TelePresence Video Master ATP, CUCM integration with CTS, Cisco certified for DMS & ECDS, Cisco Architectural Excellence



- / Polycom Platinum Partner — Immersive Telepresence Certified, Certified Services Partner
- / LifeSize Expert Video Partner
- / Masergy Platinum Partner
- / Microsoft Gold Partner — Microsoft Certified Master on staff, Premier Support Lync Partner



## Maintenance and Support Services

- / Real-Time 24/7 Support/Global Help Desk
- / Remote and On-Site Support

## Multimedia/AV Design/Build Services



- / Full-service multimedia/AV design and build with national footprint of techs and installations team to provide enterprise multimedia/AV deployments
- / Collaboration-centric multimedia/AV design with in-house control system programmers, CAD and multimedia/AV design engineering teams
- / Crestron, AMX, Extron dealer



## Cloud Solutions

### Managed Video Services

- Configuration/Software Management of all video devices
- Asset/Lifecycle Management
- Analytics and Reporting Services

#### / Conferencing:

- HD Bridging Services
- Audio/Web Conferencing Services
- Streaming and Recording

#### / Room Scheduling:

- Online scheduling or Outlook plug-in

#### / Hosting:

- Hosting of Infrastructure in SPS Video Network Operations Center (VNOC)
- State-of-the-art security, monitoring systems and environmental controls
- Internet registration services

#### / Concierge:

- Scheduling/launching and monitoring point-to-point and multipoint conferences
- Managing rooms
- Recording, streaming and archiving video meetings

- / **RealTime Core service package:** the minimum required to keep your solution up and running reliably

- / **RealTime Complete service package:** added services to ensure that your solution is well-managed and highly available

## Universal Connectivity

- / B2B Exchange Services between private/public networks
- / Infrastructure on premises or hosted within SPS's VNOc
- / Leverage existing bandwidth in place without the need for additional local loops
- / Global reach, reliability, security
- / Access to ClearVideoHD Bridging Service



## Customer Experience

- / Dedicated Customer Experience Consulting Practice
- / Routing: Multimedia suites, mobile solutions
- / Staff Optimization: Home agent, WFO suites
- / Information Management: Customer feedback, reporting, speech analytics
- / Connect with clients using a variety of access methods, including web, mobile devices, telephones and video



## UC&C Solutions

- / Consulting services
- / Corporate security and compliance (BYOD)
- / Multi-vendor integration
- / Video integration — telepresence, room-based, desktop, mobile



## Network Services

- / Masergy MPLS IP network service sales and support
- / IP Network Solutions from AT&T, Megapath and others
- / ClearTrac billing of network and usage details



## Web/Digital Collaboration

- / Digital Media Solutions
- / Webcasting
- / Streaming



## Professional Services

- / **Room Readiness:** Audit and assessment for multimedia, video endpoint, security
- / **Network Readiness:** Audit and assessment of network security, network capacity and QoS
- / **Design Engagement:** Audio-visual room audit, design, installation, provide bill of material
- / **End-User Training:** Usage and adoption, customized and advanced curriculum

Ask your account executive to engage the

## COLLABORATION SPECIALISTS from SPS

and learn how you can make the most of our UC&C offerings.

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### Strategic Products and Services

300 Littleton Road  
Parsippany, NJ 07054

888.777.7280

[www.spscom.com](http://www.spscom.com)