

PRODUCT SHEET

VIDEO MANAGED SERVICES

Maximise end-user adoption and the value of your video conferencing solution with remote monitoring and management

EMERGING CHALLENGES IN VIDEO MANAGEMENT

Technological advances are significantly impacting today's corporate culture by making remote and flexible working the new norm. Video conferencing solutions are integral to this environment, boosting productivity, saving time, reducing travel and promoting collaboration - becoming a fundamental staple in today's modern workplace. However, as the use of video increases within organisations, so does the complexity of deploying, managing and supporting the variety of solutions available on the market.

MODALITY SYSTEMS VIDEO MANAGED SERVICES

Partnering with leading global audio-visual and video collaboration solutions providers, Modality Systems delivers a simple, reliable and scalable end-to-end Video Managed Services solution which manages and monitors your video conference technology, reducing the burden on internal IT teams. With a tailored service unique to your requirements, we will reduce costs and enhance the user experience to achieve maximum adoption, engagement, and ROI.

VIDEO MANAGED SERVICES



24x7 support and infrastructure monitoring



Maximise the experience, quality and reliability of your video conferencing solution



Drive efficient collaboration across your organisation



Improve asset utilisation and return on investment



End-to-end operations management

BUSINESS BENEFITS: EFFECTIVE DAY-TO-DAY VIDEO COLLABORATION

Modality ensures your video is always working, and that skilled people are always on hand to help if needed.



Seamless functionality

Modality's Video Managed Services work in harmony with your existing Unified Communications solutions, including Microsoft Teams



Strategic investment

End-to-end management enables IT service owners to focus on strategic tasks, demonstrating ROI and its wider value to IT and management teams



Unrivalled support

From training and consultancy, to monitoring and 24x7 support, Modality ensures your video conferencing solution is working efficiently and driving collaboration



Supports mobility

With the rise of BYOD and mobile working, Modality's Cloud-based video software embeds flexibility in your strategy and future-proofs your video solution

VIDEO MANAGED SERVICES: KEY FEATURES

- **Cloud-based** video meeting software for computer and mobile devices
- **24x7 Video helpdesk** to resolve issues related to your video services and users
- **Video event services** including registration, in-meeting support and post-event analytics
- **Remote monitoring** and end-to-end management of your infrastructure for optimal performance
- **Training and consultancy** to ensure your solutions are correctly implemented, adopted and effective

WHY MODALITY SYSTEMS?

At Modality, we understand the common pain points that can sometimes derive from digital transformation projects. We understand that workplace collaboration differs across organisations and generations, and that encouraging your teams to work together when they have conflicting priorities and preferred ways of working can be challenging.

We're here to help.

Award-winning communication and collaboration organisation Modality Systems, has been delivering Microsoft Intelligent Communication solutions to companies worldwide for nearly a decade. Backed by a comprehensive consultancy team of UC experts, we will work with you to deliver the best solution for your business, ensuring the adoption, usage, security and governance of your systems is at the forefront of your strategy.

For further information or to book a complimentary consultation, please contact enquiries@modalitysystems.com

