

Video Conference Bridging Services

Managed hosting of bridge and Multipoint Control Unit (MCU) infrastructure has become an increasingly important service for enterprises. The transition from ISDN (Integrated Services Digital Network) to IP (Internet Protocol), and from standard definition to high definition has created an investment decision – increase core infrastructure or buy pooled resources?

The video environment is becoming more critical to organisations, but at the same time more complex, due to the mix of endpoints involved, including conference rooms, iPads, mobiles, desktops, laptops, and calls to external parties.

Electrosonic's VC bridging services are focused on making video conferencing easy to use, increasing availability, maximising user adoption, and consequently increasing your return on investment.

Service Overview

The video conferencing bridging service from Electrosonic is an easy to use, always available, multi-party, multi-standard, video and telephone conferencing service. The service enables both self-service and scheduled calling.

Electrosonic's VC bridging service provides:

- 24 hour video help desk
- Virtual meeting spaces for VC and telephone participants
- Conferencing across mixed vendor and technology VC estates
- Scheduling portal with online user interface
- Concierge services
- Outlook scheduling plug-in
- Usage and performance reporting

Anywhere, Any Time, Any Device Communication

Video and telephone participants on different networks (Private IP, Internet or ISDN) can all meet and share content in a secure meeting space.

Electrosonic takes ownership of any technology compatibility issues and facilitates resilient, reliable and repeatable meetings between different communication platforms. Our service ensures your business reaps the benefits of video technology and your users experience simple, error-free conferencing.



Electrosonic provides two types of video conferencing bridging services – **Virtual Meeting Rooms** and **Virtual MCUs**:

Virtual Meeting Rooms

A Virtual Meeting Room provides a permanently available virtual conference space for an individual or team and makes communication with multiple video and telephone participants easy. Whether it is a team or customer meeting, it provides a simple and flexible way of communicating. Video and telephone participants can call in from any device or network and in addition all participants can see each other and share presentations. An around the clock help desk is available for additional support.

Essential and Elite Usage Levels	
Virtual Meeting Room 4	4 video ports, (usage capped at 80hrs per month), plus 4 telephone ports
Virtual Meeting Room 8	8 video ports, (usage capped at 160hrs per month), plus 4 telephone ports
Virtual Meeting Room 4	4 video ports, (unlimited* usage per month), plus 4 telephone ports
Virtual Meeting Room 8	8 video ports, (unlimited* usage per month), plus 4 telephone ports

**Fair usage policy – 100hrs per port per month*

Virtual MCUs

A Multipoint Control Unit account provides a flexible solution for multi-party video conferencing. A pool of MCU ports allows different configurations of meetings to run simultaneously, with either capped or uncapped usage. Like the VMR (above), participants can call in from anywhere, using any device and share content. An online portal allows participants to control online scheduling and launching and, in addition, performance can be analysed and reported. Electrosonic’s VNOC offer a range of optional concierge services and an Outlook plug-in.

Essential and Elite Usage Levels	
Virtual MCU 8	8 video ports (usage capped at 160hrs per month), plus 4 telephone ports
Virtual MCU 12	12 video ports (usage capped at 240hrs per month), plus 6 telephone ports
Virtual MCU 20	20 video ports (usage capped at 400hrs per month), plus 10 telephone ports
Virtual MCU 8	8 video ports (unlimited* usage per month), plus 4 telephone ports
Virtual MCU 12	12 video ports (unlimited* usage per month), plus 6 telephone ports
Virtual MCU 20	20 video ports (unlimited* usage per month), plus 10 telephone ports

**Fair usage policy – 100hrs per port per month*

VNOC - 24 Hours

Electrosonic operates 24 hour Video Network Operations Centre’s (VNOC’s). Clients can access the VNOC via phone, email and online portal. Our operators are all qualified video and audio-visual engineers and they will ensure all users experience easy to use, reliable and consistent video conferencing. The VNOC’s utilise a suite of diagnostic and operational conferencing tools including a technology and vendor agnostic Conference Manager.

Concierge Services

Electrosonic’s Conference VNOC operators provide a range of enhanced optional services to enable users to maximise the advantages of using the services.

The range of concierge services include:

- Call launching (operator assisted call launch)
- Meet and greet (An operator joins the call at the start and ensures everyone is happy before leaving the call)
- Active call monitoring (A dedicated operator is silently on the call for the duration, and can be called on at any time in the event of difficulties or to add/remove participants, mute/unmute participants etc)
- Call management, adding and removing participants at given times

Call Scheduling and Launching Portal

Electrosonic’s Conference Manager allows calls to be scheduled by VNOC operators or users.

Users with the Virtual MCU service can schedule and launch their own calls via a web based portal or our operators can schedule and launch calls for them. The scheduler automatically checks availability and sends out meeting invites with the joining instructions. An Outlook video conferencing plug-in is also available for automated meeting scheduling.

Reporting and Resource Utilisation

Electrosonic’s Conference Manager tracks all calls and generates call data records for all calls and every participant. In addition, call performance data can be stored for each call and participant involved. Finally, MCU port usage data, both historical and future, can be tracked.

A variety of reports can then be run to show call activity by endpoint and MCU (for example, most used endpoints, least used endpoints, endpoints with the most packet loss etc.)

Content Sharing

All virtual meeting spaces support content sharing – e.g. documents, spreadsheets and PowerPoint presentations.

Comparison of Video Conferencing Bridging

	VIRTUAL MEETING ROOM		VIRTUAL MCU	
	ESSENTIAL	ELITE	ESSENTIAL	ELITE
Port Capacity	4 or 8 video ports 4 telephone ports	4 or 8 video ports 4 telephone ports	8, 12, 20 video ports 4, 6, 10 telephone ports	8, 12, 20 video ports 4, 6, 10 telephone ports
Monthly Usage Hours	4 ports – 80hrs 8 ports – 160hrs	Unlimited*	8 ports – 160hrs, 12 ports – 240hrs 20 ports – 400hrs	Unlimited*
Connection Speed	2Mbps IP, 512Kbps ISDN	2Mbps IP, 512Kbps ISDN	2Mbps IP, 512Kbps ISDN	2Mbps IP, 512Kbps ISDN
VC Definition	SD, HD, 720p, HD 1080p ready	SD, HD, 720p, HD 1080p ready	SD, HD, 720p, HD 1080p ready	SD, HD, 720p, HD 1080p ready
Multiple Screen Formats	●	●	●	●
Secure Login	●	●	●	●
Usage Reporting			●	●
Online Portal			●	●
Outlook Plugin			Option	Option
Help Desk Availability	24 hours	24 hours	24 hours	24 hours
Content Sharing	●	●	●	●
Reservation Service			Portal/VNOC Operator	Portal/VNOC Operator
Call Launch	User	User	Portal/VNOC Operator	Portal/VNOC Operator
Call Termination	User	User	Portal/VNOC Operator	Portal/VNOC Operator
Connection Monitoring			Option	Option
Meet & Greet			Option	Option
Conference Operator			●	●

**Fair usage policy – 100hrs per port per month*