

TANDBERG SOLUTIONS

Total Service



TOTAL SERVICE FOR TANDBERG TOTAL TELEPRESENCE — EVERY STEP OF THE WAY

A GLOBAL NETWORK OF CERTIFIED RESOURCES, ALL LOCALLY SYNCHRONIZED

TANDBERG ensures that nothing is left to chance when it comes to your Total Telepresence experience. We have a portfolio of services and a network of certified partners, to support you and your TANDBERG Total Telepresence solution. From room design and installation, network assessment and provisioning, managed or hosted services, plus local support and maintenance. We are with you every step of the way.

With TANDBERG Total Service you have performance, peace of mind, simplicity and low cost of ownership. A faultless meeting environment is delivered for business continuity, unification and immediacy. Total Service ensures the executive experience is effortlessly maintained, successful and relaxed. To achieve this requires the availability and precise coordination of a variety of technical skills, expertise and scalable global resources.

TANDBERG Total Service is delivered by a network of people, processes and equipment, to offer you one globally available, yet locally synchronized end-to-end solution. Our network of certified managed service providers ensures a seamless and transparent environment for 24x7 managed or hosted service performance.

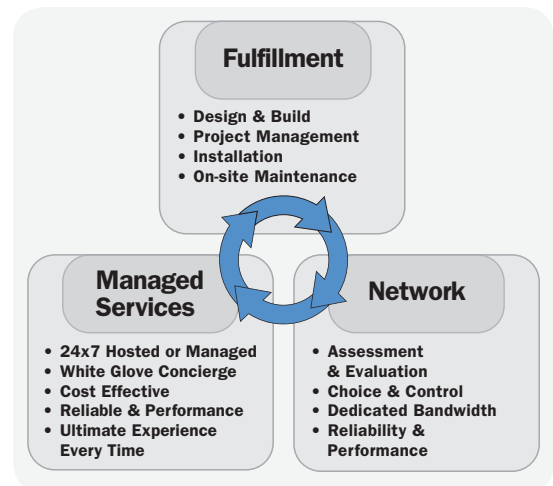
TOTAL SERVICE AT A GLANCE

Local surveys provide on-site planning and assessment. No matter where your business is located, our experts are on hand.

Installation services are delivered by a global network of trained personnel, to guarantee the ultimate immersive experience in every location. Working closely with your project manager and site coordinators, we guide room design requirements as well as timeline management of the overall roll-out.

On-site support for remote devices. Through our network of engineers, TANDBERG provides full on-site maintenance and a spare parts service to ensure system and service availability, without interruption, all within a predefined service level.

Network assessment and provisioning is critical and ensures that you have the quality and capacity needed to support your telepresence and video conferencing usage. It's your choice, use or expand your own network, or work with our certified network service provider to make sure you have the right additional dedicated bandwidth.



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MANAGED AND HOSTED SERVICE

Our certified partners will deliver everything you need to guarantee the ultimate telepresence experience every hour of every day. Global Video Network Operation Centers operate 24x7x365 to consistently deliver you high reliability and performance. Our partners take care of your every telepresence and video conferencing need while you stay focused on your business — not the system. Now costs are kept to a minimum, you have no need for specialist staff and our certified partners will make sure that telepresence meetings are flawless, pre-configured, pre-tested and monitored.

TANDBERG's Total Service partners provide the highest level of service for those who demand it, from either managed or hosted options. Session management, monitoring and orchestration, agent assistance from a 24-hour help desk, call setup and telephone or Web-based reservations are standard.

Managed and Hosted Service

- Concierge service
- Access to Video Network Operation Centers (VNOC)
- Global help desk and level 1 support through VNOCs
- 24x7 multilingual help desk
- Telephone and Web-based reservations
- Pre-connected, configured and tested conference set ups
- Active or passive participation by VNOC in conferences
- Proactive testing and monitoring of performance levels during live sessions
- User experience and performance metrics and reports
- Service options
- IP and ISDN gateway services
- Universal bridging
- Event recording and streaming
- Ad hoc VNOC services

TANDBERG Total Service leaves nothing to chance when it comes to you, your executives and your TANDBERG Total Telepresence solution. Together, with our certified partners, we provide maximum flexibility and cost reduction, enabling you to execute the service you need, when you need it, raising uptime and guaranteeing the ultimate telepresence experience for all participants.

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