

## Build a World-Class Video Conferencing Operation



### Why Collaboration Lifecycle Services?

#### VALIDATION

Collaboration Lifecycle Services allow organizations to validate that their investment in collaboration technology is properly aligned with their overall business goals and objectives.

#### PROVEN PROCESSES

All Collaboration Lifecycle Services are built upon industry best practices to ensure that collaboration environments are running in the most efficient manner possible.

#### RETURN ON INVESTMENT

Organizations will see higher levels of usage and adoption on their technology bringing a significant return on investment.

**IMPLEMENTING VISUAL COLLABORATION** and video conferencing solutions within an organization can deliver huge advantages; including cost savings, productivity gains, and improved work/life balance. The challenge with these technologies, however, is how to seamlessly integrate them into the culture of an organization. A well-defined process for the design and implementation, along with the day-to-day management of a video conferencing environment, is required.

**THE VIDEO OPERATIONS PROGRAM** is a comprehensive training program that helps an organization ensure the right technical staff and processes are in place to manage a business video environment. The program is based on operational best practices obtained through years of experience IVCi has obtained from operating the video environments of our customers.

While each video deployment is unique, every training program will begin with a thorough review of the current or prospective video environment. This includes operational processes, video staffing competencies and the overall conference experience being delivered.

Once the assessment has been completed, IVCi will focus on creating a series of processes and best practices for video conferencing management. Standard operating procedures around conference scheduling, system monitoring, change management and overall conference management will to be developed to ensure seamless operations.

Additionally, staffing requirements, roles, and responsibilities will be created to ensure the organization has the right workforce in place to manage the day-to-day operations. IVCi will train team members managing daily operations to ensure they have a thorough understanding of the processes and procedures required to ensure a consistent experience.

**THE RIGHT STAFF COMBINED** with the right procedures will provide a repeatable, reliable process that ensures every video meeting is a positive experience for every user. As a result, the organization will realize a full video operation that allows end users to embrace video conferencing as a business tool and make full use of the technology without it getting in the way of true collaboration.

