



# One Care maintenance

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Anytime, anywhere support for your video conferencing

## Hassle-free video conferencing

BT Conferencing knows you're busy. Downtime with your video conferencing system and maintenance hassles are not an option. We make it easy to manage your system with an end-to-end support solution called One Care. With One Care, you can focus on your core business needs and let us shoulder your day-to-day maintenance and support requirements.

BT Conferencing is more than a maintenance provider. We're concerned about the long-term health and vitality of your video program. That's why — even with our basic remote maintenance package — we offer state-of-the-art online reporting that lets you track history and statistics on your equipment. Our One Care Onsite Plus package includes Remote Equipment Monitoring (REM) as well as a quarterly system analysis and optional device management. We want to help you anticipate problems before they occur and ensure your successful conferencing experience.

## Certified, professional staff

With the largest service staff in the industry, our professionals hold more certifications than any other video conferencing provider. Only BT Communications' trained technicians with years of experience answer your service calls. Our global team is there, to meet your needs wherever you are, whenever you need us whether it's face-to-face or remotely.

To meet the range of service requirements, our staff holds expertise in:

- Video conferencing systems – 17 Certified Video Conferencing Engineers (CVEs); over 40 technicians with multi-vendor certifications
- Equipment – 100% of BT Communications staff are Polycom and TANDBERG Platinum certified, with competencies in RADVISION, Initia, Adtran, LifeSize, ClearOne, and other equipment
- Networking – Certifications in A+, Net+, MCSE, and CCNA, CCDP, CCNP, and CCDA

## One Care maintenance from BT Conferencing offers reliable, easy-to-use and cost-effective conferencing solutions, with:

- A single point of contact for quick problem resolution
- Multi-vendor expertise
- Certified Polycom & TANDBERG Platinum service teams
- Expert help desk support for remote troubleshooting
- Field Service support for onsite installations and repairs
- Global help desk service centers
- A work-to-completion commitment



	One Care Remote	One Care Onsite	One Care Remote Plus	One Care Onsite Plus
24x7x365 help desk support	✓	✓	✓	✓
Online reporting	✓	✓	✓	✓
Online service ticket tracking	✓	✓	✓	✓
Next businessday parts replacement	✓	✓	✓	✓
Equipment certification	✓	✓	✓	✓
24-hour video test facility	✓	✓	✓	✓
Single point of contact for comprehensive support	✓	✓	✓	✓
Additional coverage for peripherals		✓		✓
Next day onsite technician		✓		✓
Remote Equipment Monitoring (REM)			✓	✓
Network troubleshooting			✓	✓
Quarterly video conferencing system analysis			✓	✓

### For more information please contact:

-  USA toll free: **1 888 947 3663**
-  International: **+44 (0) 870 001 7726**
-  Email: **info@btvideoconferencing.com**
-  Visit: **www.btconferencing.com**

### Offices worldwide

The services described in this publication are subject to availability and may be modified from time to time. Services and equipment are provided subject to British Telecommunications plc's respective standard conditions of contract. Nothing in this publication forms any part of any contract.

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