

UNIFY ME™

MANAGED SOLUTIONS

VNOC SYMPHONY®

VNOC®

MONITORING

MANAGEMENT

REPORTING



UNIFY ME - CONTROL

Companies need consistent effective management of their network infrastructure and conferencing equipment, while also seeing a low Total Cost of Ownership (TCO) and higher Return on Investment (ROI). AVI-SPL's Unify ME™ Control provides the connections and usability of Immersive Telepresence and video system that users need with the ability to schedule and connect with ease and independence, while the resources AVI-SPL provides gives a company the support and financial justification. From vendor relationships to technical expertise to multiple services options, AVI-SPL can provide any combination of needs the customer has. We make meeting with colleagues, customers, partners and vendors as easy as walking into the room.

VNOC Symphony® Management Platform

AVI-SPL provides clients easy video management through a simple to use application. VNOC Symphony, our innovative communications management tool is accessible via calendar integration, web portal, or Apple® iPhone®, iPad® or Android® application. Companies will discover that with the convenience of VNOC Symphony, their users will be able to schedule their own meetings, view resource availability, access reports and analytics, contact support, and more from the comfort of their computer or mobile devices, creating a more self-directed meeting process.

VNOC® (Video Network Operations Center)

Doing more with less is always the challenge. With AVI-SPL's highly trained resources, AVI-SPL provides cloud-based services, remote services including 24/7 Helddesk and onsite services, allowing companies the convenience and assurance that their communication systems will always be available. AVI-SPL is the extension that companies need to allow their IT teams to work on core business functions.

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MONITORING

Device/Room Monitoring: Proactive monitoring of video devices, maintaining uptime and availability is critical for users. Scheduled monitoring of devices minimizes downtime as well as meeting disruptions.

Infrastructure Monitoring: The health and status of infrastructure, such as Multipoint Control Units (MCUs) and Gateways, is imperative to deliver the quality and availability for multi-site connectivity that our customers have come to expect. 24X7 monitoring assures that quality and performance levels provide the highest quality connections and productivity for all meetings.





Real-Time Call Monitoring: With call monitoring, customers can be rest assured that their meetings are conducted as expected. AVI-SPL's specialists will monitor meetings, verifying endpoints and infrastructure are performing to their best ability.

Room Sweeps: Scheduled room sweeps are performed to validate each system is working correctly and the environments are ready for users to conduct meetings.

MANAGEMENT

Infrastructure Management: With AVI-SPL, companies no longer need to staff and train specialists to manage their infrastructure. Our certified engineers guarantee infrastructure has the latest upgrades available and is functioning at the highest level possible.

Reservation Management: AVI-SPL's corporate calendar integration and VNOc Symphony provides intuitive reservation management for users. Access to room, system, and participant availability provides individuals quick, easy meeting creation, without the need for assistance. If users do want more assistance, reservations can also be made through AVI-SPL live support via phone or email.

Conference Management: AVI-SPL services go as far as the customer needs. Our conference production capabilities include pre-call setup and test, multisite framing, meet and greet services, call launching, call monitoring, and call teardown. From start to finish, AVI-SPL has the services to ensure a productive meeting experience.

24/7 Support Services: Customers can be confident that their systems and meetings are being watched for issues that may arise. AVI-SPL's technical support services act as a watchdog for customers, often solving problems before they are recognized by users. With AVI-SPL's support services, clients have only one company to work with to remedy issues that may arise, regardless of the problem.

REPORTING

With VNOc Symphony, customers have access to stewardship and service level reporting. Such access to reports can provide companies valuable information regarding usage of endpoints and MCUs, peak conference times, and conference type analysis. Performance reports range from room availability, to success rate, to ticketing details. These types of reports make it possible for companies to make changes and avoid problems, such as constant lack of system availability, before they occur.



AVI-SPL's Unify ME is a blend of services that meet and support your communication needs. Our ability to merge services across the meeting environment and the meeting experience provides our customers with valuable solutions designed specifically for them.

Let us Unify your world.

How to Get Started

Discovery

Meet with specialists from AVI-SPL to discuss your existing needs and areas of concern. We'll provide essential information about your network and equipment, so you can make an informed decision.

Design

AVI-SPL works with you to design the services you need to successfully address your network needs.

Deliver

Once you have the proposal and details of the services AVI-SPL recommends, a deployment and provisioning schedule is created to ensure services are not disrupted during the transition.

Contact Us

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