

## Managed Conferencing Services



**SPL**  
INTEGRATED SOLUTIONS

We Make Meetings Work

# SPL's Managed Conferencing Services (MCS)

We Make Meetings Work



Today's collaborative communication systems are too complex and have too much riding on their performance to leave their management to an inexperienced staff member. To gain the maximum increase in productivity from your conference calls, you need experienced technicians with extensive training setting up and monitoring your calls. SPL's MCS engineers and technicians have the experience and training to make your meetings and events work to increase your productivity and improve your communication.

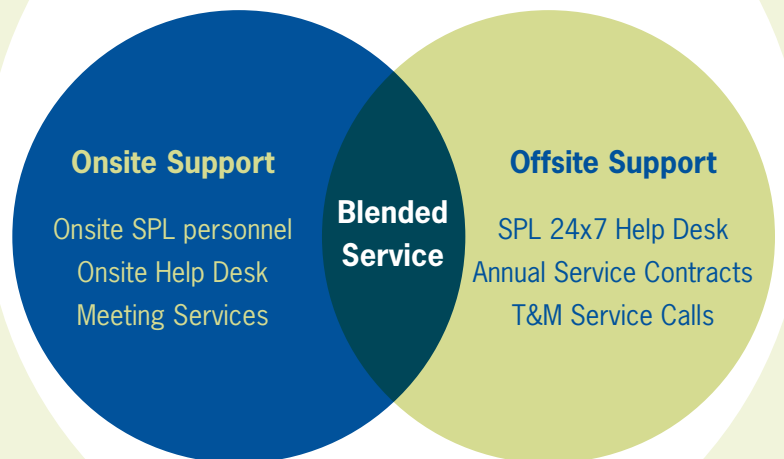
## The SPL Managed Conferencing Service Advantage

SPL's Managed Conferencing Services ensure that your audio, video, multimedia and conferencing systems function properly and provide immediate assistance when the unexpected happens. We offer customizable levels of service including onsite support, offsite support or a mixture of both.

The Advantages of Managed Service are Significant

- We relieve you of the burden of managing a complex, non-revenue-generating activity and allow you to focus on your core competencies.
- Because your videoconferencing costs are fixed, you can limit them and budget for them on a monthly and yearly basis.
- Though you still need a limited internal conferencing staff, you enjoy the support of a dedicated, fully trained and readily available team of professionals, while incurring only a fraction of the cost of employing and training these individuals.
- Our tracking and reporting tools can document the performance and consistent improvement of the conferencing service.

## Managed Conferencing Services



## MCS Onsite Program Features

- SPL onsite staff provides fulltime management of all audio and video meetings
- SPL-staffed Help Desk for all service and maintenance requirements
- Facility scheduling
- Technician Charts outlining qualifications and responsibilities
- Procedures Manual
- Training program development
- Hardware preventive maintenance
- Network management and monitoring
- New technology consulting
- Customized reports

## MCS Offsite Program Features

- Toll-free access (phone, email and/or web) to SPL's 24x7 National Help Desk
- Flexible service levels to make the program cost-effective for any size organization
- Parts and labor coverage for most systems
- Real-time trouble ticket tracking and reporting
- Detailed Statement of Work
- One, two and three-year contracts available
- Access to SPL's vendor-certified service technicians
- Global support for international installations
- Support for systems from over 200 major manufacturers (including AMX, Christie, Crestron, NEC, Sharp, Sony, Tandberg, Polycom, etc.)



As part of MCS services, SPL will provide customized reports that measure the performance, productivity and ROI of your collaborative communication systems.



*"We don't want any lines dropping when we have an eight-location call that includes multiple vice-presidents. You cannot expect a vice president's secretary to set up the bridging device, check the microphones and speakers, and monitor the status of the lines during the call."*

Chris Duncan  
Global Leader e-Communication Technology  
The Dow Chemical Company  
from Wainhouse Research report  
'Managing Conferencing Services for Success'

In addition to providing Managed Conferencing Services, SPL is the leading nationwide integration company for collaborative communication systems, large-scale audio and video performance systems, and, as Texel/SPL, infrastructure cabling networks.



### Collaborative Communication Systems

As technology evolves, more organizations are choosing to improve productivity and reduce communication costs by merging their audio/video and information technologies systems over converged IP networks. SPL is at the forefront of this new wave, having successfully implemented enterprise-wide, real-time collaborative systems that have made meetings and events work at Fortune 1000 corporations, educational institutions and government agencies.

### Performance Systems

No integration company has more experience at installing large scale, audio and video performance systems than SPL. These systems enhance the experience at venues like professional sports stadiums and arenas, theaters, casinos, theme parks and museums. If we can install the speakers for a new NFL football stadium, imagine what we can do for your boardroom!

SPL is especially proud of the systems it has installed in numerous churches and worship spaces throughout the country.



### Texel/SPL

Texel/SPL provides network infrastructure and IP solutions for the transmission of voice, data, audio, video and communication systems. It is a market leader in the provisioning of high performance networks supporting enterprise premise, office building and campus communication services.



Continuing to Be the Best

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