



Wire One's Consulting Services provide you:

- **Leading edge subject matter experts**
- **Proven project management methodology**
- **Single point of contact**
- **Strong manufacturer technology partnerships**
- **Flexible and responsive consulting solutions**

Get the most out of your video conferencing investment - now and in the future

We'll plan the solution that's right for you

So you want to take full advantage of your video conferencing environment, but you don't have the time or expertise to make it happen? Our consulting group provides solutions for customers who want to tap into high-level video expertise on an as-needed basis. A comprehensive needs assessment of your video environment is a cost-effective investment because it helps you get the most out of your system. We can help you plan, implement and evaluate solutions to maximize the value your organization realizes with video conferencing through higher return on investment, usability and adoption.

Professional video engineering expertise

Our Consulting Services Group is comprised of the best engineers the video and telecommunications industry has to offer. The Wire One team has in-depth experience with networks (T1, ISDN, IP, ATM), microprocessors, software development and IT management, as well as design, deployment and repair of video telecommunications products and technology.

Our engineers have more than twenty years of advanced knowledge in products and services offered by the top companies in the industry, including Polycom, TANDBERG, Accord, VTEL, RADVISION, Cisco Systems, Madge, Adtran, Sony, plus many others.



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Your partner for a successful installation

Needs assessments start the process

At the beginning of every consulting relationship, we'll start by establishing a requirements definition to assess objectives and desired outcomes. This will become your Statement of Work, which serves as the platform for your project and the expertise we leverage for your organization. By assessing your environment and your goals, we'll design a solution for you that moves your organization towards the video environment that can deliver the successful conferences you want.

Centralized teams provide consistency & efficiency

Once your consulting plan is in place, you'll be assigned a Wire One Project Manager to serve as your key point of contact. Our project management processes are based on Project Management Institute (PMI) standards to ensure a smooth implementation. The Project Manager will build a team based on your needs and required areas of expertise. Our focus will be to effectively manage the delivery of your project, regardless of its size or scope. Even the smallest projects receive full consulting attention from Wire One.

A complete end-to-end solution

At Wire One Communications we take a comprehensive view of video conferencing and end-to-end ownership of the solutions we put in place. Our extensive expertise enables us to understand each customer's unique requirements, infrastructure, people and resources and use a consultative approach to map the right solution. We see video as a life cycle beginning with the design and provisioning of your network and hardware. Once a solution is in place, our proactive management tools monitor, diagnose and fix problems before they impact conferences. Our full range of conference services complement your video meetings and ensure successful conferences.

Wire One's mission is to provide integrated video conferencing services and solutions to our customers that are reliable, easy to use and deliver superior value.

Custom solutions designed for your business

Every organization is different, and as communication requirements and technology change, our team has the experience to help you design the solution that is right for you. We've developed *Needs Assessment Services* built around:

- Architecture mapping
- Consultative analysis
- IP video infrastructure readiness assessments
- ISDN to IP migration planning

We also focus on *Installation Services* and offer standard consultation on video turnkey solutions implementations, as well as a suite of video conferencing programs such as infrastructure upgrades, solutions installations and infrastructure relocation services.

Finally, we offer a suite of *Management Support Services* including:

- Video inventory audits & technology assessments
- Video infrastructure configuration, best practice audits & improvement recommendations
- Video conferencing security evaluations & improvement recommendations
- Video conferencing business contingency planning/disaster recovery planning
- Video infrastructure capacity evaluations & right-sizing recommendations
- Remote user & SOHO video conferencing solution development



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