

Want a hands-off approach to videoconferencing? ...Let VSGi give you a hand.

VSGi can proactively monitor, schedule and launch your video calls and manage your entire video network.

Do you have enough internal staff to set-up and maintain your video calls?

Relying on the experience of VSGi's certified video engineers (CVE), allows organizations to focus on their core business, while VSGi manages their mission critical communications.



Three End-to-end Managed Service Solutions:

► VSGi Platinum Service (includes 5 Star Service)

VSGi's Platinum Service provides customers the most comprehensive premium support services, including:

- Daily Proactive Monitoring & Management of Systems, Backed by a Service Level Agreement (SLA) for Response Time and Resolution
- On-Line Chat & On-Line Ticketing
- Usage Reporting & Metrics

► VSGi 5 Star Service (includes Advanced Replacement Service)

VSGi 5 Star Service provides a comprehensive set of services, including:
Nationwide On-Site Service

► VSGi Advanced Replacement Service

VSGi Advanced Replacement Service includes:
24x7 Help Desk via Toll-Free Tech Support Hotline
Next Day Replacement Parts



Service Component	"Platinum" (Recommended)	"5 Star"	"Advanced"
Continuous Remote Monitoring with Proactive Customer Notification of Service Interruptions	✓		
Service Level Agreement for Proactive Monitoring	✓		
Service Level Agreement for Trouble Resolution	✓		
Proactive Software Updates	✓		
On-Line Support via Live Chat	✓		
Quarterly System Reporting	✓		
Refresher Training	✓		
Nationwide On-Site Service	Included	Included	T&M
Video Network Trouble-Shooting & Ticket Management*	✓	✓	✓
On-Line Ticketing	✓	✓	✓
24 x 7 Help Desk (Toll Free)	✓	✓	✓
Manufacturer's Warranty	✓	✓	✓
Next Day Parts	✓	✓	✓
Software Updates	✓	✓	✓
24/7/365 Video Test Facility	✓	✓	✓

* Applies to vIP Connect or Visual DialTone customers only.