

MAVIS Portfolio



MAVIS Support

A good business relationship will stand or fall based on the quality level of the support that is given when it is required. Talk & Vision will be more than happy to take over the responsibility of guaranteeing continuity for the video communication operation.

This is why the Talk & Vision multilingual helpdesk can be reached 24 hours a day, 7 days a week for the immediate answering of all your user questions. The best engineers ensure that any faults or failures are quickly solved.

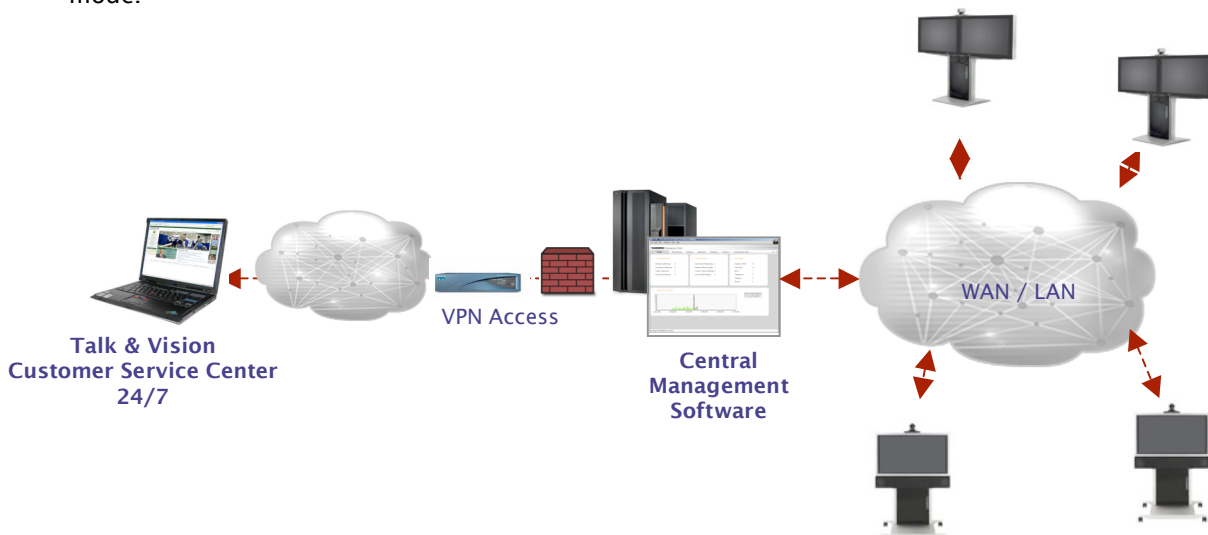
The majority of the technical problems can be solved remotely by our helpdesk. If this is not possible, an engineer will be on-site within 8 office hours to solve the problem. The Talk & Vision on-site guarantee applies worldwide and if necessary in co-operation with the equipment manufacturer.

MAVIS Support covers the following; unlimited use of the helpdesk, repair and/or replacement of the videoconferencing equipment, labour and transport costs and use of temporary equipment during repair.

MAVIS Care

MAVIS Care adds pro-active system monitoring to the MAVIS Support offering. Pro-active monitoring increases the availability of your videoconferencing solutions as the Talk & Vision Customer Service Center (CSC) performs periodic checks of your videoconferencing equipment.

To enable this service management software needs to be installed in your video network so that it can be accessed remotely by CSC staff. If problems are detected, CSC staff will take all necessary actions to resolve the issue/s. For obvious reasons, the videoconferencing equipment must remain in stand-by mode.



MAVIS Total Care

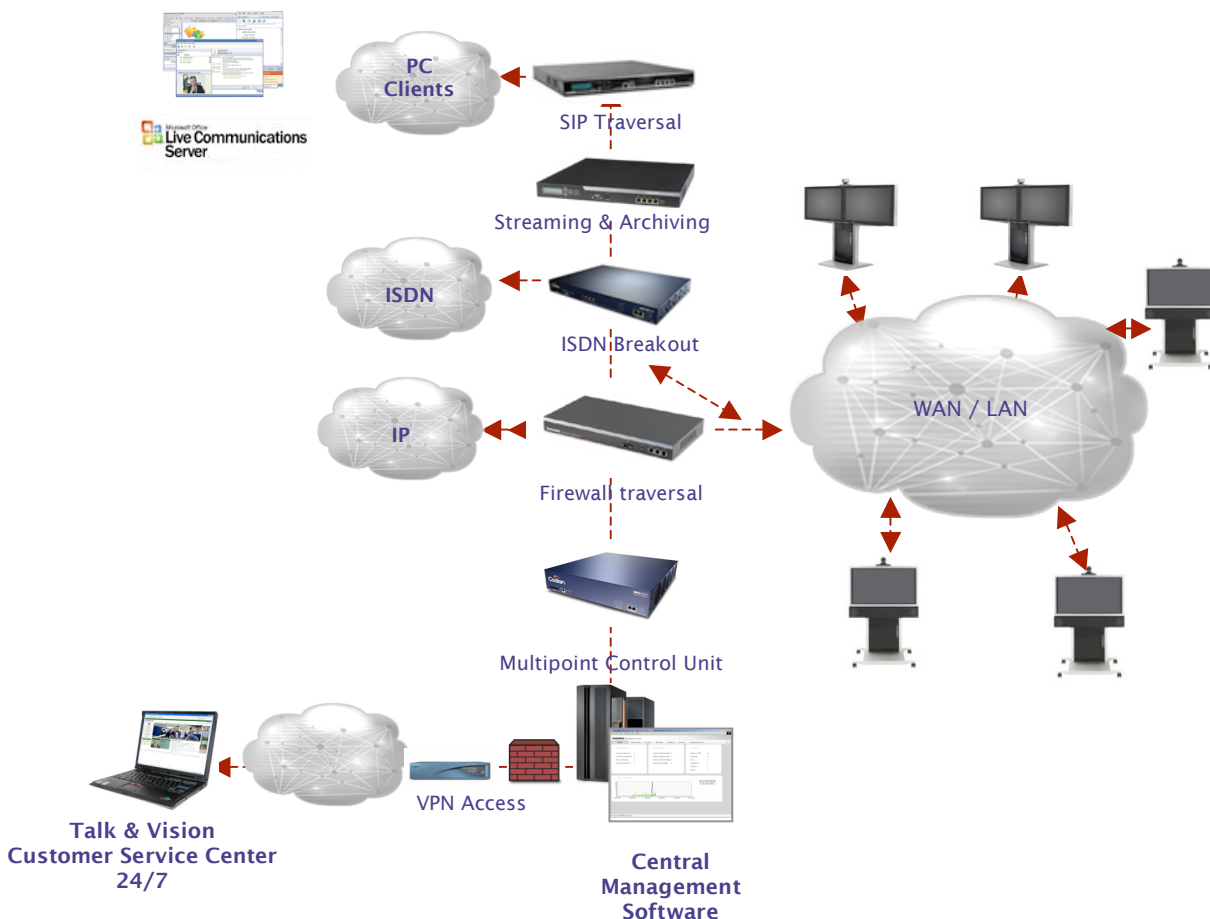
With MAVIS Total Care, Talk & Vision achieves the maximum success rate for your videoconferencing meetings. The users book their meetings via a branded web portal, provided by Talk & Vision, or via the existing way (Outlook, Lotus Notes).

The booking is received at the Talk & Vision Customer Service Center (CSC), which will set up the meeting remotely at the appropriate date and time. The users walk into the meeting room with the videoconferencing connection already established, and no action required from the attendees. During the meeting our CSC will monitor the connection and take immediate action in the event of a malfunction.

For this purpose management software needs to be installed into your video network so that it can be accessed remotely by CSC staff. If problems are detected, support staff will take all necessary action to resolve the fault/s. For obvious reasons it is a requirement that your videoconferencing equipment remains on stand-by mode.

Talk & Vision Customer Service Center (CSC) performs periodic checks of all your videoconferencing equipment, to make sure the rooms are ready for their next video meeting at all time.

Periodically Talk & Vision will provide a management report with relevant information about the number of meetings, the usage of the systems per location and the problems that were reported. The report will give you insight in the success of the use of videoconferencing.



MAVIS All-In

With MAVIS All-In Talk & Vision can completely outsource your videoconferencing operation. Within MAVIS All-In we install the hardware, provide full user and system support, set up and monitor all your meetings and provide periodic usage reporting all for a fixed fee per month.

With MAVIS All-In, you can leave the daily operation of your videoconferencing meetings to an expert. The Talk & Vision Customer Service Center (CSC) provides 24/7 support for all meetings. Because of our expert knowledge, we can achieve the maximum success rate of your videoconferencing meetings.

You are able to budget your costs accurately, as MAVIS All-In comes at a fixed fee per month. No surprises, no capital expenditure and an optimum service.

MAVIS Ad-Hoc

If you need Talk & Vision to set up a multipoint meeting, connecting to more than two offices, we can connect your offices prior to the start of the meeting, enabling your users to walk into the meetings room and start the meeting right away, without hassle.

Do you want to connect two or more offices and are your offices connected partly over ISDN and partly over IP? Talk & Vision offers you gateway functionality within MAVIS ad-hoc. We dial out to your IP sites and ISDN sites and establish one meeting with all parties connected.

MAVIS Meeting Room

If you are an experienced user already using videoconferencing between your offices and you want your users to set up all calls themselves. Talk & Vision introduced three services that will give you the functionality that is currently not part of your existing solution. You can use any of the three services or a combination for a fixed fee per endpoint, per month.

MAVIS Meeting Room (multipoint)

If you want to meet with more than two locations simultaneously, without investing in multipoint bridging capacity yourself, MAVIS Meeting Room will give you a multipoint facility. All offices just dial a central number provided by Talk & Vision (IP or ISDN) and your meeting can start. At any moment in time, regardless of the number of offices you want to connect to.

MAVIS Meeting Room (firewall traversal)

If you want to pass firewalls without problems, this service will enable seamless connections to other videoconferencing units.

MAVIS Meeting Room (gateway)

If you want to connect from an ISDN videoconferencing unit to an IP videoconferencing unit (or the other way around) without problems, this service will provide a gateway the connectivity.

MAVIS Consultancy

Implementing visual communications goes beyond installing a number of units in your meeting rooms and then just waiting to see what will happen. In order to prepare for a successful implementation, Talk & Vision offers its customers MAVIS Consultancy.

An experienced visual communications consultant will do an analysis with you, in advance, in order to secure that all internal organizational factors that could influence the final result of the implementation. For example, where are your communication streams? How do you book your meetings and meeting rooms? How will you promote the use and measure success? How are your users supported?

At the end of the consultancy period, the results will be presented, discussed and the outcome used during the implementation. Why this approach? Because Talk & Vision knows from experience that organizational factors determine the success of video within an organization as much as the equipment.

MAVIS Connectivity

Your company network may already have enough bandwidth for your video traffic. If not, Talk & Vision will be able to offer you IP network connectivity for the majority of the countries world wide.

In combination with MAVIS All-In this will enable you to completely outsource your videoconferencing operation. No hassle, no liaising between your hardware provider and your network provider; Talk & Vision manages your video network from A to Z.

MAVIS Events

Is your CEO planning to address his management via videoconferencing to a large number of offices? Do you want to stream both his speech and his presentation over the Internet to a large number of desktop users? Does his secretary want to record the meeting on DVD?

MAVIS Events supports you in each of these situations. We sit down with you to discuss your exact requirements. Together, we determine what can be done and what cannot be done, with the objective to deliver a high-quality event without any technical hick-ups.

Our Customer Service Center (CSC) will coordinate the event, test the connections in advance and monitor it during the event. Talk & Vision has 10 years of experience in all kinds of events, using videoconferencing solutions.



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