



PROFESSIONAL SERVICES

TELEPRESENCE CONSULTING

75% OF BUSINESS LEADERS BELIEVE THAT FACE-TO-FACE COLLABORATION IS CRITICAL. IT IMPROVES WORKFORCE PRODUCTIVITY, MAKES VIRTUAL TEAMS MORE EFFECTIVE AND SIGNIFICANTLY REDUCES TRAVEL COSTS.

This is why more organisations than ever before are embracing video. At Natilik we provide a comprehensive range of Cisco TelePresence end-points enabling you to work in the way you want to work. This includes fully Immersive Solutions, medium to large meeting room solutions, small to medium meeting room solutions and desktop video.

Whether you are looking to deploy TelePresence for the first time, or are an existing TelePresence user looking to drive more from your investment, we complement a range of Design, Transition and Manage Services with a range of packaged consulting offerings.

VIDEO SERVICE LEVEL ASSESSMENT

During the planning phase of a Cisco TelePresence deployment, it is essential to confirm that the network infrastructure has sufficient bandwidth so that video and audio streams are transmitted within the required performance parameters.

To perform the Video Service Level Agreement Assessment, actual video and audio traffic streams must be generated and transmitted over your network from end to end. As packets are transmitted, they are tracked to determine the rate of success.

ASSESSMENT SCOPE

By performing this assessment we are able to report on three key factors that are critical to the performance of a video environment.

LATENCY – this is measured as the difference between the time at which a request packets is sent and the time the reply packet is received.

JITTER – is the variation in time between packets arriving, caused by network congestion, timing drift, or route change. The jitter value is calculated as the distance between the maximum variance of packets arriving early and the maximum value of packets arriving late over a given 10 second interval.

PACKET LOSS – is reported as the sum of the packets that have been lost in transmission (network packet loss) and the number of packets assumed to be discarded for being late (packet discards), divided by the total number of packets that were expected to have been sent during a 30 second interval.

ASSESSMENT DELIVERABLES

Following the Assessment you will be provided with a report that covers two main areas:

TELEPRESENCE PATH CHARACTERISTICS ANALYSIS

– provides a statistical measurement of TelePresence path characteristics in terms of latency, jitter and packet loss to help ensure their readiness based on Cisco TelePresence requirement guidelines.

PATH ANALYSIS RESULTS

– identifies and documents the service-level agreement derived from simulated TelePresence traffic between video sites.

THE VALUE OF THIS SERVICE

Collectively, this assessment provides valuable information to determine whether or not your network infrastructure can support a Cisco TelePresence solution and saves you time and money by allowing you to plan for an effective TelePresence deployment. The key benefits are as follows:

- Analyses your network to help ensure that Cisco TelePresence technology can deliver a unique, “in-person” experience in your environment.
- Helps ensure that your network can support Cisco TelePresence business video without interruption.

TELEPRESENCE ASSESSMENT SERVICE

Cisco TelePresence can transform the way your workforce collaborates. It can make workgroups far more effective, it can ensure decisions are made faster and it can also significantly reduce travel expenditure.

Key to driving these business benefits are two factors. First is that technically your TelePresence solution

is deployed and functioning in the way it should and second, that it is fully embraced and adopted by end-users and delivering a positive impact on the way they work. The Natilik TelePresence Assessment Service is a user workshop and technical audit aimed at identifying any technical and non-technical barriers to adoption and usage.

ASSESSMENT SCOPE

Natilik Video Specialist Consultants will run up to two workshops with your business users and examine the video estate to identify:

ENHANCEMENTS –

The opportunities to enhance the deployed solution with additional features and operational benefits.

CONFIGURATION –

Required updates to configurations to improve the solution.

ADOPTION –

Deployed solution usage levels, challenges and adoption opportunities.

RECOMMENDATIONS –

A customised list of recommendations for your solution.

The scope is limited to a single VCS cluster with up to 1 MCY and a maximum of 25 end points. This scope can be expanded with additional charge.

ASSESSMENT DELIVERABLES

Following the Assessment you will be provided with a report that covers the following areas:

EXECUTIVE SUMMARY

– Providing you with a summary and prioritisation of our recommendations based on both Natilik and Cisco best practices and methodology.

SOLUTION & ENVIRONMENT ASSESSMENT

– Documenting your video environment and desired business objectives and provide feedback and recommendations of your configuration.

FEATURES DEPLOYED & ADOPTION

– Review of the deployed system features, their adoption and the findings and output from the workshops.

OPPORTUNITIES & RECOMMENDATIONS

– Our findings and recommendations along with additional feature opportunities and benefits through adoption.

THE VALUE OF THIS SERVICE

The Natilik TelePresence Assessment Service is designed to help our clients get the maximum business benefit from their solution and deliver the desired outcomes for both IT and end-users. Key value from the assessment include:

- Identifying areas where you can better align your architecture to Cisco and Natilik best practises.
- An understanding of how you can gain the maximum value from your technology and resource investments.
- Recommendations to driving Increased usage and adoption.

VIDEO SECURITY ASSESSMENT

TelePresence is increasingly pervasive in your organisation, extending out of the meeting room and onto the desktop and even personal devices, it is essential that you ensure that your video deployment remains secure and does not compromise your corporate infrastructure.

The Natilik Video Security Assessment will audit your deployed video estate and assess its susceptibility to security risks and provide recommendations aligned to Natilik and Cisco best practice and standards.

ASSESSMENT SCOPE

Natilik Video Consultants will examine your video estate to identify:

HARDENING

- Identify opportunities to enhance solution hardening by implementing video security best practices to reduce attack surface and known vulnerabilities.

ARCHITECTURE

- Identify opportunities to deploy security configurations to improve the security architecture of the solution.

CONFIGURATION

- Identify configuration inconsistencies across the deployed video estate.

RECOMMENDATIONS

- Provide a customised list of recommendations for your solution.

The scope is limited to a single VCS cluster. This scope can be expanded with an additional charge.

ASSESSMENT DELIVERABLES

The Natilik Video Security Assessment Report will include the following areas:

ARCHITECTURE

REVIEW – Analysing and documenting your video estate and the architecture deployed.

COMPONENT LEVEL CONFIGURATION –

Review and document systems device configuration.

FEATURE & RULE CONFIGURATION –

Review of the built-in vulnerability protection features and a component dial plan rule analysis.

RECOMMENDATIONS

– A summary of our findings and recommendations.

THE VALUE OF THIS SERVICE

The Natilik Video Security Assessment is designed to help our clients maximise their usage and benefits from TelePresence while ensuring they operate in a secure manner. Key benefits from the assessment include:

- Significantly reduces the risk from adverse security events.
- Identifies gaps in the security configurations of the video estate, thereby improving the security of the overall architecture.
- Analyses the deployment architecture to establish potential vulnerabilities .

TELEPRESENCE DEPLOYMENT

When looking to deploy TelePresence, we start by helping you to visualise what is possible in our Executive Briefing Centre and Showcase. This not only enables you to see the full range of end-points, but how these fit together to provide a video-enabled collaboration environment.

DESIGN – We follow the showcase with a workshop where we work with you to define the outcomes you are looking to achieve for your business, end-users and IT. We then help you turn your desired outcomes into a set of requirements and design the solution that meets these needs.

TRANSITION – During the transition phase we work with you to quickly put in place elements of the solution that will deliver quick wins while laying the foundation of your wider TelePresence environment.

We place particular emphasis on user adoption, ensuring that each and every end-user feels comfortable with the new environment and can maximise their new tools.

MANAGE – Through our 24x7 Network Operations Centres we provide you with comprehensive support and a managed service for your video environment. This includes proactive services such as inventory management, adoption and usage analysis, and performance management.

INTERESTED IN LEARNING MORE

If you would like to find out more about our TelePresence Consulting and Deployment Services, then please contact your account manager. They will be able to provide you with the finer details on each service and connect you with our Collaboration Professional Services Team.

T. +44 203 597 8000

E. EMEA@NATILIK.COM