



Video Conference IT Service

Maximizing your VC/AV investment and providing support to end users can become an overwhelming task for many organizations. New Era developed the Video Conferencing IT Service (VCITS) to enhance the video conferencing and audio video experience, by making the best use of solution features with the right end user and technical support.

On-site Services

Room Support (as requested)

- Launch video and/or audio calls
- Set-up and test presentations
- Dedicated event support
- Supervising and supporting conferences
- Standard in-room support for VIP and non-VA capable rooms
- End user training

Troubleshooting

- Troubleshooting AV issues and provide workarounds
- Act as Tier II support for end user conference room AV issues

Reporting

- Monthly utilization reports
- Weekly tower reports

Maintenance

- Testing and implementation of conference and AV technology
- Regularly scheduled room checks
- Gold site inventory
- Configuring, operating and maintaining conference and AV technology

Remote Services

Remote Desk Support

- Schedule videoconferences using preferred scheduling system
- Virtual Attendant support in rooms with virtual functionality
- Ensure video calls launch at the scheduled time
- Coordinate & test with Client's external partners for VC connections
- Notify Client's IT Department of issues with LAN, WAN, IP, ISDN or PC environments affecting conferencing technology
- Tier I support for end user conference room AV issues

Monitoring and Maintenance

- Supervise issues with video endpoints, including but not limited to:
 - Interfacing with Vendor on issues
 - Obtaining RMAs (when applicable)
 - Scheduling resources for installation of RMA'ed equipment
- Manage and maintain calling directory
- Daily monitoring of IP & ISDN VC endpoints & infrastructure via TMS



Project Management Services

New Era Technology's Project Management Services consist of a team of project managers and coordinators with background in audiovisual systems engineering, maintenance and operational support. They are an Industry Certified CTS (Certified Technology Specialist) and will be your resource for VC & AV support and guidance.

Scope of Responsibilities

- Promotes appropriate use of equipment
- Has an understanding of Client's system network needs and how they interface with AV equipment
- Provides technical and strategic evaluation and recommendations of new technology regarding videoconference technology
- Proficient in broad range of AV Presentation Technology applications
- Coordinates any necessary communication with vendors

A La Carte Services

Remote Monitoring

Real-time monitoring of audiovisual systems from the New Era AV VNOC in West Chester, PA. Using a secure network tunnel between the VNOC and the customer's audiovisual network, New Era is able to monitor and troubleshoot issues that arise with the networked audiovisual equipment.

Digital Signage

Streamline the presentation of a diverse collection of video formats, still images, and RSS feeds—all with your own content. Our remote monitoring and management service provides real-time resources for your digital signage system, remote monitoring and reporting, content management, and hardware management.

AV Video Cloud Services

New Era has partnered with numerous manufacturers to offer various video cloud services that best fit the needs of the customer including solutions that allow for communication between Microsoft Skype for Business and Cisco or Polycom endpoints, desktop and mobile videoconferencing, and virtual meeting rooms for video and audio calls with out-of-network participants.

AV On-site Services

New Era currently offers the services of on-site technicians who provide full-time or part-time audiovisual and videoconference support.

Ready to get started?

Reach out to an expert. Call 877-696-7720 or email solutions@neweratech.com.