



Complete End-To-End Management  
for Your Entire Microsoft Teams  
Video Collaboration Environment



# New Era and Microsoft Teams

We can manage, monitor and support your entire Microsoft Teams deployment through our unbeatable end-to-end Video Collaboration service for Microsoft Teams.

By helping you to integrate Microsoft Teams into existing or complex meeting spaces, we can make your Microsoft Teams strategy more efficient and more effective.

Our services are fully backed by a global team of expert technicians who proactively manage and support all the equipment in the room, including AV components, via a single pane of glass.

## Our Services



### Managed Service for Microsoft Teams

Our Managed Service for Microsoft Teams enables organizations to enjoy the full benefits of their video communications technology, with increased reliability, flexibility, and cost efficiencies.

#### Comprehensive Monitoring

Full monitoring, alerting, control and reporting on your Microsoft Teams services and management of your Microsoft Teams devices.

With real time performance alerts, detailed diagnostics and full reporting.



### AV Design & Implementation

Our team of AV design experts will work with you to create a fully immersive Microsoft Teams room experience.

We will work with you to ensure that your Microsoft Teams room deployment integrates with your existing or complex meeting spaces.



## Interoperability

Connect securely to Microsoft Teams Video Services no matter what technology you are using with New Era Technology's Microsoft Cloud Video Interop.

New Era's Interop service is perfect for organizations who have invested heavily in legacy conference rooms and personal video devices, which don't integrate directly with Microsoft Teams. It also allows you to keep the same workflows you are used to, minimizing disruption.

## Professional Services

Our global team of Video Collaboration experts help organizations shape their lifecycle strategy and the implementation of video collaboration solutions.

Together we help to deliver a mutually beneficial customer strategy based on real world experience in our specialist field.



## Expert Support

Our New Era Managed Service is backed by a 24/7 global team of video experts and professional customer support staff. We support all the equipment in the room including your AV components and offer technicians on site the next working day if we cannot fix the issue remotely.

# Managed Service for Microsoft Teams

Organizations are under pressure to deploy Microsoft Teams quickly. Working with New Era will allow you to leverage our expertise in this area to ensure that we build your Microsoft Teams environment around your deeper hybrid working strategy.

- 24/7 helpdesk
- Incident management and reporting
- Software update management for all MTRs
- Proactive registration status alerting
- Remote reboot
- Pro-active alerting on device health status
- Real time meeting monitoring
- Ticketing integration
- Customer Portal

The screenshot displays a comprehensive dashboard for Microsoft Teams management. On the left, a navigation menu includes Dashboard, Rooms, Tickets (with a notification badge for 10), and Reports. The main content area is titled 'Slough Office Overview' and includes several key sections:

- Summary:** 6 Rooms, 4 Online, 2 Offline.
- Health:** 1 Good, 1 Non-urgent, 2 Critical.
- Tickets:** 10 Total, 6 Open, 4 Closed.
- Room Schedule(s):** A calendar view for Monday 25 January 2022 showing activities for All Activity, Slough Boardroom, Meeting Room 01, Meeting Room 02, and Meeting Room 03.
- Slough Boardroom:** Overview, Stats, and Tickets tabs. Health Status is Critical (red exclamation mark). Offline since 4 Dec, 2021, 2:18 PM. Usage status is Idle. Username: SI-boardroom@neweratech.com.
- Meeting Room 01:** Overview, Stats, and Tickets tabs. Quality is shown as a donut chart (Good, Poor, Unknown). Activity shows 1 Meeting and 8 Calls.
- Meeting Room 02:** Overview, Stats, and Tickets tabs. A table lists tickets with columns for Ticket number, Status, and Last modified.

Ticket number	Status	Last modified
CW1234	New	--
CW1233	Open	11 Dec 2021
CW1232	Open	10 Dec 2021
CW1231	Closed	02 Dec 2021



# The Business Challenges That We Solve:

## Increase Business Efficiencies

Experience improved service standards, increased reliability and reduced operational costs. Reduce the need for on-site IT support requirements and resources.

## Large Scale Deployment of Microsoft Teams

We help you manage the deployment of your Microsoft Teams rooms both efficiently and effectively.

## Integrating Microsoft Teams Into Existing Meeting Spaces

We will work with you to ensure that your Microsoft Teams room deployment integrates with your existing or complex meeting spaces.

## Proactive Management of Microsoft Teams Services

We will manage, monitor and support your entire Microsoft Teams environment including proactive monitoring and management of your video device and endpoint software updates.

## What Makes Us Different?

1

**Proven** - We have a proven and trusted solution demonstrated through our large global install base and highly satisfied customers.

2

**Experience** - Our depth of knowledge and experience in both AV and managed services allows us to provide the best collaboration experience on the market.

3

**Global** - We deliver the same methodology across all our global locations allowing us to support both regional and international projects.

## Talk to Us Today

To find out more information about our Microsoft Teams services or to discover our customer projects, please visit our website or contact the team directly.

[neweratech.com/us/teams](https://neweratech.com/us/teams)

877-696-7720

[solutions@neweratech.com](mailto:solutions@neweratech.com)