

Managed services: Managed MS Teams

DATA SHEET

Deliver a committed, consistent, and excellent video meeting experience for every user, every time with New Era Technology's 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.

With behind the scenes monitoring and performance optimization, we ensure the best possible video experience as well as providing maximum up-time for your video conferencing services and users.

Comprehensive Monitoring

Microsoft Teams is delivered via an IoT platform that will connect to your Microsoft Teams tenant and provide monitoring, alerting, control and reporting on your service. Our monitoring dashboard sends real time performance alerts, meaning you will be notified of any downtime before it becomes an issue. The detailed diagnostics and reporting enable New Era to deliver the optimum user experience for your video conference estate.

Always Up-to-date

We will ensure that your devices are current and running the latest version of Microsoft certified software, so your users can just walk in and work.

Expertise

Our New Era Managed Service is backed by a 24/7 global team of video experts and professional customer support staff. They revolve around delivery of the user experience by providing customer-facing services as well as behind-the-scenes monitoring and management to ensure all elements in the video conferencing and collaboration ecosystem are performing optimally.



Benefits

- Increased reliability and reduced downtime
- Increased IT efficiencies
- Single pane of glass into MS Teams performance
- Improved user experience and user adoption
- Dedicated support



Outage Notifications

If a widespread outage occurs with the potential to impact an entire customer's video environment or multiple customers, VNOC will proactively communicate to all affected customers.

Problem Management & Resolution

We offer a Problem Management & Resolution process to develop a thorough understanding of a problem, its causes, and to identify corrective/preventive actions that will reduce the risk of future recurrence. The problem management process is to resolve the root causes of incidents and thus to minimize the adverse impact of incidents caused by errors within the IT infrastructure, and to prevent recurrence of incidents related to these errors.

Performance Reporting

Complete call activity with call quality metrics.

Subscription Services

The New Era platform has no limit on users. It's billed on the total Microsoft Teams Rooms managed. Prices are displayed as monthly, but services are for 12 months and paid upfront.

Learn more about New Era Technology Video Collaboration

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

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