

Smartcare™ Managed Services

Video is becoming mission critical; to drive user adoption it must be reliable, simple to use and high quality. We proactively manage your infrastructure and endpoints for a fixed monthly price.

With the industry pushed towards cloud hosted services it's important to work with a partner that can assist you in making the right decisions and guide you on a path that's right for you.

At Smartpresence we take a consultative approach, if your existing video environment is not working for you or your equipment is sitting in the corner collecting dust, we can fix it.

Excellence in customer premise managed video services requires a multi-faceted approach.

With Smartpresence managed services, your IT team can leave video to the experts without the need of using precious resources or expensive supplier training courses.

Training

Users need confidence to use the technology well. Our training is individually tailored to your organisation, providing user the confidence they need to get started with getting on with business over video.

Support

Users need immediate access to support personnel that have the experience and tools to assist when required, as part of our Smartcare™ managed services. You can automatically route all calls for assistance directly to Smartpresence ensuring the quickest possible solution.

Your dedicated trusted advisor will work closely with the business owner to ensure any issues requiring attention are followed up.

Reporting

Measure and track usage, service performance and downtime, even log calls for billing by individual cost centre. Accurate measurement assists in gauging ROI and the benefit of video as a whole to the organisation.

Access is also provided to our unified service management system from here you can view your assets or log and track your service requests either online or via your iOS & Android device.

Consultation

With our partnership approach, we continue to drive innovation and continue to bring new benefits to your organisation. As part of this we will carry out regular network reviews and information sharing sessions, including insights into industry developments.

