



ConvergeOne

ALL THE WORLD'S A STAGE

Video Conferencing for a Global Talent Agency



Customer Challenge

A large talent agency has worldwide offices with thousands of employees who represent top talent in the sports and entertainment fields. Due to the nature of their work, the agency's clients prefer to communicate over video. To satisfy its clients' needs, the agency has adopted Cisco video conferencing endpoints that allow its employees to meet directly with clients via interactive, face-to-face video calls. Video has quickly become ingrained in the agency's culture, as it also facilitates worldwide training, internal discussions between branches, and recorded dialogue rehearsals that make the creative process much more engaging and efficient.

While the agency has video infrastructure in place, it has run into issues with managing the environment, as its internal team is overworked and preoccupied with more strategic initiatives.



The Customer's Desired Outcome

The ability to offload responsibility for the video environment to a trusted partner that can lend its expertise and provide additional cost-effective resources to ensure the environment continues to run smoothly.



Visual Experience Group
Use Case

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The ConvergeOne Response

Because its industry demands lightning-fast turnaround times, the agency prioritizes speed and efficiency. ConvergeOne stepped up the plate by quoting the services and onboarding the agency in rapid speed. The agency saw immediate results when ConvergeOne's Visual Experience Group (VXG) optimized its infrastructure configuration.

ConvergeOne now fully supports the agency's Cisco video endpoint systems, including its Cisco TelePresence SX20, SX80, C40, C60, C90, and immersive (IX) systems. Within the infrastructure, ConvergeOne manages the agency's Cisco TelePresence Server, TelePresence Conductor, VCS Expressways for Firewall Traversal, and TelePresence Management Suite (TMS).

ConvergeOne serves as the agency's trusted partner and single point of contact for video, providing the following services:

- A 24/7 service desk for video questions and issues
- Internal incident management, with handoff of break-fix support to Cisco when necessary
- Proactive monitoring to promptly identify, troubleshoot, and resolve hardware issues
- Moves, adds, and changes to the infrastructure
- Software release management
- A designated engineer to provide primary engineering support

Results

ConvergeOne has continually delighted the customer by supporting its complex needs with quick turnaround times, a sensitivity to its unique industry requirements, and the ability to identify and deliver the right solution every time. ConvergeOne's onsite support has proven to be invaluable due to the high quality of the engineers who support the environment. ConvergeOne's VXG team effectively fills the gaps, allowing the agency's internal IT team to focus on more strategic initiatives.

The relationship has grown so strong that the agency selected ConvergeOne as its primary technology partner for an executive briefing focused on its future IT direction. The agency relies upon ConvergeOne to deliver solutions that solve business problems and position it at the forefront of its industry. Over the next 12 months, the agency will be upgrading many of its collaboration room endpoints to take advantage of the latest Cisco technologies.

ConvergeOne works hand-in-hand with Cisco to ensure customer success, and its strategic relationships with leading video providers like Pexip and Vyohta allow it to deliver supplementary unified collaboration solutions. With one of the largest portfolios of integrated IT services in the industry, ConvergeOne's capabilities extend far beyond video conferencing. ConvergeOne has helped the customer implement Cisco voice systems and expand its capabilities with next-generation collaboration boards. The agency continues to look forward, considering additional transformational opportunities like SD-WAN and team collaboration cloud solutions.



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Discover benchmarks and best practices for promoting adoption and growing video conferencing capabilities: Call 888.321.6227 or visit convergeone.com/mvs

