

Vbrick Event Technical Services

To complement our Platinum Software Support offering, Vbrick offers our customers multi-disciplinary, multi-tiered event services. This provides peace of mind through additional support that ensures live events run smoothly for everyone involved.

Vbrick has two levels of service, Base and Premium, to match your event requirements – from small audience webcasts to the highest profile events. Our Event Technical Services span the full lifecycle of live events – from pre-event health checks to post-event reporting and measurement.



Event Technical Services		Base	Premium
Live Event Health Check	Set up Vbrick webcast	✓	✓
	Review best practices for the following: <ul style="list-style-type: none"> • Upload and advance presentation slides • Hold a Q&A session • Chat publicly or privately during event • Conduct live polls 	✓	✓
	Review event best practices	✓	✓
	Review features planned to be utilized		✓
	Review event planning playbook, which includes all procedures to prepare for event		✓
	Review locations, zoning, and device types		✓
	Determine public or authenticated access		✓
	Review event agenda and action plan		✓
	Run through technical details of the event		✓
	Participate in test session		✓
	Review alternate plans, such as other streaming mechanisms, in case of event disruptions		✓
	Ensure event starts successfully		✓
	Help load the presentation (if required)		✓
	Verify roles established during dry run		✓
	Answer technical questions		✓
Assist with recording event (if required)		✓	
In-event Assistance	Monitor event (assistance provided by Vbrick Professional Services Consultant and Production Operations team)	✓	✓
Post-event Results	Provide guidance to administrator on generating reports	✓	✓
	Provide post-event scorecard containing event metrics	✓	✓
	Generate standard reporting package including graphical reports with event statistics		✓
	Provide chat records, Q&A transcripts, and poll results via the UI		✓

Note: All services performed remotely

For a quote or more information, please contact your Vbrick account executive or email professionalservices@vbrick.com.



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