

# Vbrick® Professional Services

## A Comprehensive Range of Professional, Training and Managed Services

At a time when technology is fast becoming commoditized, the Vbrick Professional Services team delivers focused, results-oriented Professional Services that allow customers to maximize their investment in Vbrick technology.

Vbrick offers a comprehensive range of Implementation, Training and Managed Services based on a streamlined and pragmatic methodology that delivers consistent results quickly. Grounded in best practice, but optimized to support the frenetic pace of today's business demands, our approach ensures that we don't just 'ship product,' but rather we map out an assured path to success from defining the problem through implementation and beyond.

### VBRICK ADVANTAGE

- ▶ 15 years of implementation experience
- ▶ 100% Certified Engineers
- ▶ PMI certified Project Managers
- ▶ Leverage direct access to internal Support, Engineering and Product Management teams
- ▶ ISO9000 Certified

### IMPLEMENTATION LIFECYCLE

Vbrick Professional Services offers full lifecycle implementation and adoption services direct to our customers based on our proven implementation methodology. Customers may also leverage our global network of Certified Implementation Partners.



## SERVICING OFFERINGS

PRODUCT FAMILY	PLATFORMS SUPPORTED
<b>IMPLEMENTATION SERVICES</b>	<p>The Vbrick Professional Services Team can support customers through the entire implementation process including installation and integration of Vbrick technology with existing infrastructure. Services, which are offered on-site and remotely, include:</p> <ul style="list-style-type: none"> <li>▶ Design and Planning</li> <li>▶ Installation</li> <li>▶ Systems Integration (LDAP, AD, Security, Storage, LMS, etc.)</li> <li>▶ Branding, Customization</li> <li>▶ Project Management</li> <li>▶ Upgrade Assistance</li> <li>▶ Knowledge Transfer</li> <li>▶ Load Testing</li> <li>▶ Troubleshooting</li> </ul>
<b>CONSULTING SERVICES</b>	<p>Vbrick offers consulting assistance to help customers get the most from their Vbrick solution by integrating with customer business processes and applications. Services include:</p> <ul style="list-style-type: none"> <li>▶ Content/event production and publishing best practices</li> <li>▶ Content approval workflow and categorization best practices</li> <li>▶ API support (for 3rd parties integrating with Vbrick)</li> <li>▶ Crestron programming support</li> </ul>
<b>TRAINING</b>	<p>Vbrick offers a range of training and educational offerings that are delivered as self-paced online learning and instructor-led classes. These include:</p> <ul style="list-style-type: none"> <li>▶ Instructor-led training classes delivered at Vbrick and customer locations</li> <li>▶ Virtual instructor led offerings delivered over the Internet</li> <li>▶ Self-paced online training delivered via Vbrick University Custom training content and job aid development</li> </ul>
<b>EVENT SUPPORT</b>	<p>Vbrick offers event support services to assist customer staff responsible for producing live events and to ensure the Vbrick infrastructure is fully operational and appropriately sized. Services include:</p> <ul style="list-style-type: none"> <li>▶ Event assessment and planning</li> <li>▶ Event monitoring</li> <li>▶ Infrastructure health check and optimization</li> <li>▶ Post event reporting and assessment</li> </ul>
<b>MANAGED SERVICES</b>	<p>Vbrick's Professional Services team can provide supplemental staff to manage and operate the Vbrick Solution on behalf of the customer. Staff can be on-site or remote, and available on a full-time or hourly basis. The Vbrick Professional Services team can also provide consulting assistance to enable third parties that have been engaged to support the Vbrick System on behalf of the customer where the customer has outsourced their IT infrastructure.</p>