

Flame is our premium NET+ Vidyo service delivered by IDSolutions over the Internet2 backbone. Flame is a simple to use, cloud-based video conferencing service that allows seamless interaction with fellow faculty, students, researchers and guests around the globe.



Deployment, Training and Adoption Services

With Flame service IDSolutions will provide everything necessary to deploy a turn-key system including necessary equipment installation, staff training and adoption services designed to ensure successful user engagement.

Deployment: During this phase we will perform a complete system discovery process, configure all equipment, turn-up necessary service and fully test the system end to end

Training: Once the testing phase is complete we will show your technical team how to administer end user changes, handle Tier 1 calls and establish a single point of contact

Adoption Services: Ensuring user adoption is a critical part of our Flame offering and we've developed a multi-phase process designed to achieve adoption quickly

Reduced Fees: One-time setup and adoption fees have been reduced by up to 75% putting entry-level access to the service within reach of institutions with modest enrollment

Flame provides access to a turn-key video service offering unmatched benefits and features:

- Eliminate need for video experts
- Concurrent licensing
- Room sizes up to 100 participants
- Guest invitation emails
- Encryption and redundancy
- Full mobility support
- Completely managed service
- Community license pool
- Meeting room privacy locks
- Audio/video privacy controls
- Document/media sharing
- SAML/Shibboleth access

Services

- System discovery and design
- Network mapping
- Directory server integration
- Equipment configuration/startup
- Existing user/setup migration
- Tier 1 staff training
- Tier 2/3 support
- H.323 endpoint integration
- Access to custom documentation
- Access to video training library
- Portal branding
- End to end testing
- Adoption services

