

IDCloud Managed Services

Today's video communication needs often require a specialized staff with knowledge in multiple technologies. IDSolutions can create and manage a cloud-based private video communications network with no capital cost.



Cloud Hosting: Leverage our private data centers to create your own cloud

- Physical rack space in a compliant data center
- High-speed, redundant network connectivity
- Firewall protection with IDS and IPS
- Conditioned power with generator backup
- Environmentally protected secure environment

Our data centers are ideal for creating a private video network when internal or on-premise resources are unavailable or insufficient



Management: Ensures video communications are reliable, available and efficient

- Management of all video conferencing systems
- System asset tracking - serial, software release, etc.
- Software release management
- System backups and restorations
- Software license and certificate management

Maximize your productivity with a maintenance free and highly reliable video communication network to improve communication and increase collaboration



Support: Video communications certified help desk is an extension of your own

- Testing of new sites and system moves
- Tier 1 issue resolution and trouble ticket tracking
- Tier 2/3 issue resolution with manufacturer
- Help desk training for desktop/mobile users
- Quarterly performance reviews

A fully certified staff of video support experts to provide daily support, a worry-free environment and advice on video service best practices



Monitoring and Reporting: Active operation notifications and alerts

- 24x7 monitoring on provided hardware
- Alert generation and proactive issue response
- Summary reports for exceptions, uptime, etc.
- Trouble ticket correlation and utilization reports
- Critical personnel notifications
- Detailed call record and modification reports

Advanced in-house monitoring tools to keep your system up and running with minimal downtime with reports to let you plan for service expansions



Leverage the power of a turn-key cloud-based video service to transform your business into a model of communication efficiency and productivity. IDCloud is the most cost effective and flexible way to turn-up a private, fully managed video communications solution with services such as video conferencing, H.323/SIP video bridging, video streaming, recording, on-demand delivery and media management. Visit www.e-idsolutions/cloud to learn more.