

Solution Finder

Solution Key

Company has ISDN or is Using Public Internet

Company is interested in a higher quality of service. This may be an ISDN user going to IP or an existing IP user going to HD and they do not want to use their own network or the public internet due to qualitative and security concerns.

1

Company has its Own Network

Company has decided to use its own network to carry the video traffic. This assumes that the video endpoints are behind the secure services of a firewall and privately addressed using DHCP.

2

Company is Interested in Multi-point Bridging

Company is planning to hold multi-point calls or has had issues with its current provider. The multi-point calls may include diverse and off-network endpoints and they would prefer a one-stop, 24/7 service.

3 4

Company Wants to Broadcast Video Meetings to the Web

Company would like to broadcast video conferences and other content for people to view live or on VOD from the Web. Company may have experienced performance issues with current providers.

5

Company has/is Purchasing HD or Telepresence

Company is interested in going to HD or telepresence and does not have an internal, dedicated team and/or the required bandwidth, HD MCU capabilities, and call launching/scheduling expertise in place.

6

Solution Descriptions

1 Glowpoint Subscription (*includes network and complete video application*)

The highest quality and best video experience is the Glowpoint subscription service. In this scenario we deploy a circuit and router to each client location and connect directly to the video endpoint. Each endpoint receives a Glowpoint IP and E.164 alias registered to our gate keeper hierarchy. SLAs include zero packet loss, sequential delivery of packets and low latency / jitter. We manage the flow of traffic from end to end across our network and with built in access to ISDN gateways, multipoint bridges and public IP endpoints. The bandwidth can even be used as backup bandwidth and internet use.

Option A - 512 service > ideal for ISDN users moving to IP SD

Option B - 1280 service > ideal for SD users moving to HD

2 Glowpoint VTS with Connect

Glowpoint's Video Transport Service (VTS) with Glowpoint Connect equips customers with a complete video application that enables each endpoint with gateway, multi-point, operator and mailbox services, a dedicated 10-digit video phone number and a host of other features. The VTS includes one Glowpoint connection that is connected into the client's main hub.

3 Glowpoint Hosts Client owned MCU

For companies purchasing their own MCU or who already own one, Glowpoint offers day-to-day management of the device, taking responsibility for resource scheduling, MCU loading and call launching/monitoring. Glowpoint can manage the device either at its secure hosting facility or on the customer premises.

4 Glowpoint Conferencing Services

Glowpoint's multi-point conferencing services includes a complete infrastructure of MCU's and dedicated conferencing team. Glowpoint can host virtually any type of multi-point conference, bridging together ISDN, IP-based, Desktop and Telepresence users all into one call. This 24/7 available service has virtually no participant limitations or geographic boundaries.

5 Glowpoint Streaming Services

Glowpoint's Streaming Services enable customers to immediately broadcast any video conference out to the web. Additionally, we offer full webcasting and webinar services, offering a one-stop shop for customer's video and web communications needs.

6 Glowpoint VNOC Services

Glowpoint's Video Network Operations Center (VNOC) offers a fully managed suite of services for telepresence rooms including comprehensive monitoring, room management and scheduling, call launching and production, help desk support, and a full complement of room and performance reporting.