



# ZOOM Managed Service

Now Available!

## Zoom Managed Services

The video collaboration market and technology is continuously evolving. Video communications has been around for years, but now, it's at the top of every company's agenda; it's here to stay. To ensure communications objectives are met, companies need to partner with a trusted advisor. Because today, visual communications is a requirement to help companies succeed

That's where Pinnaca comes in... Since the earliest days of video conferencing, we have focused on the needs of our customers, delivering best-in-class video collaboration solutions. Utilizing an infrastructure that interconnects companies across the globe. And, when we say "customer experience," we mean it.

Zoom is the fastest growing cloud-based videoconferencing provider and Pinnaca has partnered with them to support Zoom Rooms all around the globe with the same world class suite of services offered for any cloud-based platform.

Pinnaca's Global Video Network Operations Centers will manage your Zoom Rooms and your Zoom platform 24x7 with a suite of services designed to keep you up and running at all times. Pinnaca's VNOC personnel monitor your room 24x7 and notify you if a problem is detected. We then report on all of your rooms' activity monthly and show trends, issues with hardware in the room, and overall utilization.

### KEY FEATURES

- Proactive Monitoring
- Live health status of the room
- Incident alerts and reports
- 24-hour view of upcoming scheduled meetings
- Network utilization
- Network quality alerts (jitter, packet loss, framerate)
- Participant call quality (QoS) between sites
- Cameras disconnected notification
- Microphone disconnected notification
- Speaker disconnect notification
- Connection type (TCP/UDP)
- Connection network type (Ethernet/Wifi)
- Utilization, total calls for the month
- Recording management
- Room and booking information