

# Collaboration

The heartbeat of any business – the driving force behind increased operational efficiency and a necessity for maximising the outcomes of many business objectives



# Index

**Meet the Collaboration Experts**

**Consulting Services**

**Unified Communications**

**Audio Visual**

**Omega Voice**

**Workspace Management**

**Digital Signage**

**Managed Services**

- Service Level Agreements (SLAs)
- On-site Technicians
- Training
- Equipment Rental and On-Site Events
- Virtual Events

**Contact Us**



## Meet the **Collaboration Experts**

“ **At Omega our purpose is to solve complex problems through collaboration solutions. We consult on and implement a range of real-time communication tools that create synergy and elevate collaboration between your employees, irrespective of their location, and then back these solutions with 24/7 national support.** ”

Our regional offices are located in Gauteng, Western Cape, Eastern Cape and KwaZulu-Natal, but we also supply and install collaboration solutions for clients in other provinces as well as other countries in Africa.

As a Level 1 B-BBEE contributor with 51.16% black ownership and 40.88% black female ownership, we are proud to play an active role in contributing towards the economic transformation of South Africa. This also means that our customers now have a Procurement Recognition Level of 135% on their B-BBEE spend, which in turn positively affects their own rating. We support the ongoing development of our continent by supplying collaboration tools to major clients in over a dozen African nations, thereby allowing them to grow their businesses by connecting with partners in nearby countries or on the other side of the world.



“ Our Collaboration Ecosystem includes the five ‘pillars’ we consult on and offer Managed Services for ”

## Consulting Services

No matter how simple or complex your collaboration issues, we have the capabilities and experience to deliver the solutions you need to move forward.

With over 17 years of designing corporate collaboration environments with some of Africa’s leading businesses, we have the expertise to dramatically improve collaboration across your organisation.

Our broad technical and management experience and ability to understand your organisation’s needs through in-depth consultation, allows us to assess, plan, design and tailor-make the optimal solution. Our pre-sales consultants work alongside our account managers to process our clients’ unique requirements, ensuring that a well-defined scope of work is produced that clearly maps out what is possible and exactly what will be delivered by the implementation of the proposed collaboration solution.

### Network Readiness

It is essential that existing IT and telecoms service strategies are analysed and seamlessly integrated with any new solution in order to achieve a comprehensive support network.

### Solution Architecture

Effective solution architecture guarantees maximised usage, productivity and return on investment by perfectly aligning people, processes, technology and education.



# Unified Communications

**A Unified Communications (UC) solution from Omega is a single product or set of products that provides a consistent unified user-interface and user experience across multiple devices and media types in your business. We will analyse your UC requirements and set up the necessary connected devices, endpoints, and software solutions in order to create a powerful collaboration ecosystem on your premises.**



As an accredited partner of Cisco and Microsoft, Omega is proud to offer these companies' industry-leading business collaboration services Cisco Webex Teams (formerly Cisco Spark), Cisco Jabber, and Microsoft Teams. If you're looking to implement any one of these UC strategies, we have the skills, experience and certifications to help you.

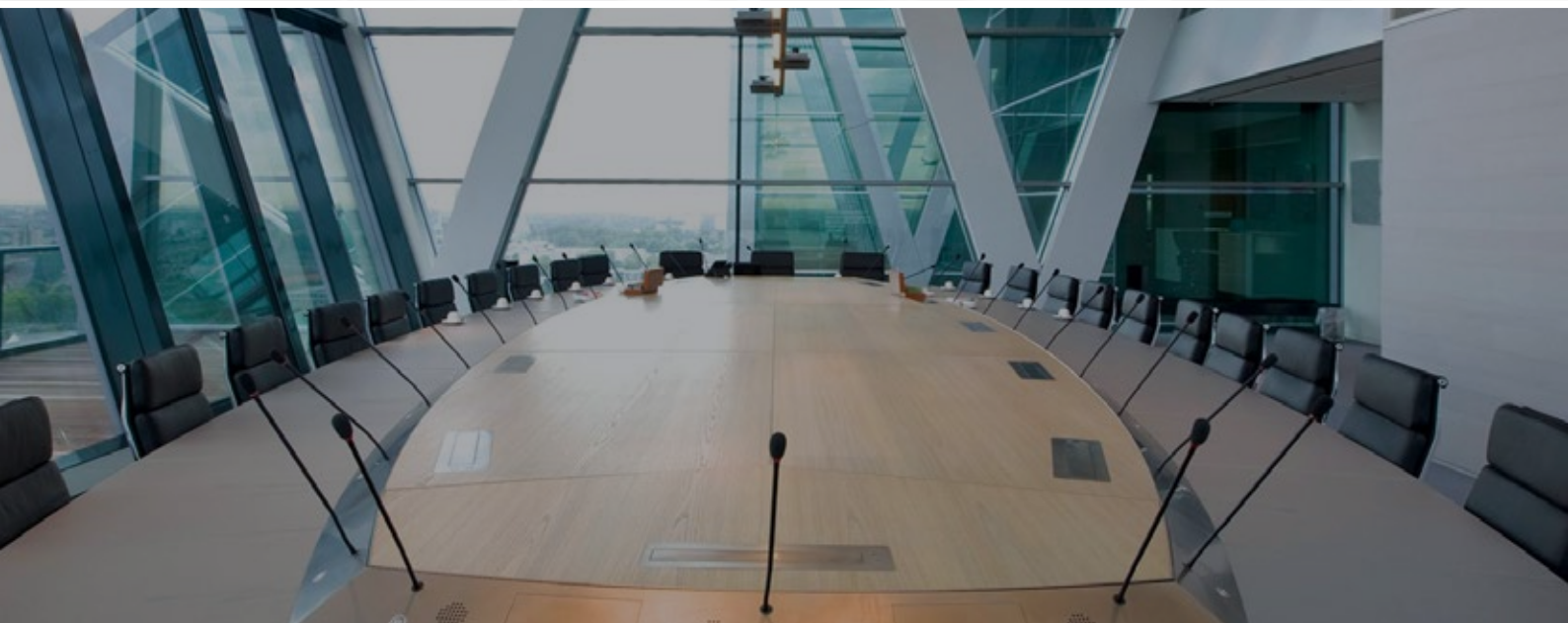
UC solutions like these provide your team members with a user-friendly, secure platform to create, share and accomplish objectives – accelerating teamwork and simplifying collaboration through the following channels:

- Voice
- Instant messaging
- Presence
- Web and Video Conferencing

The face-to-face aspect of remote collaboration is an essential part of Unified Communications, and Omega's specialised, bespoke Video Conferencing solutions promote effective idea-sharing and decision-making no matter how great the physical distance between meeting participants.

The high definition visuals offered by Omega's world-class video meeting solutions feature crisp images, smooth motion and audio optimisation, facilitating effective, crystal clear and lifelike face-to-face collaboration. Plus, files and data can be shared on-screen so that presentations and documents can be instantly viewed to facilitate faster decision making.

Save time flying to meetings, reduce your carbon footprint through less air travel, and maximise connectivity between your remote offices - you'll soon unlock new efficiencies in your business. As a result, ROI is surprisingly good and easily measurable.



# Audio Visual

How a business communicates is a vital component of its growth. Using faulty, out-of-date audio visual equipment hinders the productivity and overall atmosphere of a business. Omega's solutions utilise state-of-the-art audio visual technology to professionalise your presentations, enhance your training sessions and transform your meetings.

## Benefits of a customised audio visual solution from Omega:

- Enhanced collaboration by improving delivery of information
- Increased sensory stimulation for more effective learning, marketing effectiveness and productivity
- Superior visual impact to increase audience engagement
- Reliability
- Experience and expertise to guide you through the many options available

**Our Audio Visual solutions can be tailor-made for the following requirements:**

- Boardrooms
- Auditoriums
- Meeting Rooms
- Training Venues
- Control Rooms
- Delegate Systems



Help Desk 0861 822 277  
www.omegadigital.co.za

# Omega Voice

Seamless collaboration, regardless of your location.

Millions of businesses and employees are planning to either return to the office or implement hybrid working scenarios as a new normal.

It's important for employees to remain connected to their business infrastructure and workforce, to keep morale and productivity levels high and to keep the business functioning as normal. Your hybrid working strategy needs to be comprised of communication and collaboration tools and systems, and Teams Direct Routing is the answer.

Direct Routing is a way to provide a PSTN (public switched telephone network) connection to Microsoft Teams users so that they can make and receive external phone calls on any device using Teams. This provides call control and PBX capability in the cloud with Teams. This enables employees the benefit of cost savings, using an organization-based platform to make business calls, from anywhere, at any time.

**“With Direct Routing, Microsoft Teams makes working remotely much easier and means you and your colleagues can communicate and collaborate seamlessly, regardless of where you're all located”**

## OMEGA VOICE SOLUTIONS BENEFITS:

- Turn your Teams client into a phone
- Enable staff to work from anywhere
- Reduced TCO (Total Cost of Ownership)  
- e.g. upkeep, electricity, hardware redundancy
- Replace on-premises solutions with Cloud based solutions
- Enable UC/PSTN calls from any Teams client
- Seamless migration plan to the Cloud



# Workspace Management

You can't have a collaboration strategy if you don't have anywhere to collaborate!

The general interpretation for Workspace Management in the context of Omega as a collaboration company is the organisational challenge that exists to use technology to enable a workforce to become more productive by making it easier to collaborate, wherever they are, in a secure and cost effective way.

By understanding how people work, the places in which they work, and the tools they use to accomplish their jobs, you gain the information you need to optimise your biggest investments: people, spaces, and technology.

We have the experience and solutions to make modern, synergetic workplaces a reality.

“ You can't have a collaboration strategy if you don't have anywhere to collaborate! ”

## Omega's Workspace Management solutions include:

### Space and Assets

- Smartview
- Resource Scheduling
- Hoteling and Telecommuting

### People and Time

- Workforce Management
- Workforce Scheduling
- Leave and PTO
- Integration Management
- Time Collection Devices

### Technology and Intelligence

- SmartTag
- Mobile Apps
- Integrated Hardware
- API Integration
- Analytics and Business Intelligence





## Digital Signage

We are leaders in delivering digital signage solutions that welcome, inform and communicate your company's messaging using flat panel displays. These public display systems are becoming increasingly popular and are used to distribute information to diverse groups of people in many areas. Situated in open spaces such as reception areas, staff canteens and pause areas, these dynamic displays will provide your employees or visitors with targeted, relevant, real-time data.

We also offer Video Walls as part of our Audio Visual portfolio.

# Managed **Services**



## Managed Services

We have a range of world-class managed services to support the five pillars of our Collaboration Ecosystem. Each of these managed services offerings is specifically engineered to help our customers maximise the return on their investment in collaboration solutions.

If you'd like to talk about these offerings in more detail with a consultant, contact us and we will visit you at your premises to discuss which solutions we can provide to meet your requirements.



## Service Level Agreements (SLAs)

---

We understand that after-sales support is critical to your experience. We have therefore designed three different SLA packages based on value-added services and response times to suit your specific requirements and budget.

We acknowledge the significant investment you make when purchasing a video communication solution. This is reflected in our own investment in the manpower and tools necessary to support our SLAs, ensuring we always deliver on our promises. By employing dedicated SLA maintenance teams we are confident that we are always geared to support and maintain your investment.

### **Our SLA offerings include:**

- Guaranteed response times
- Hot swap/loan equipment
- Call Desk support
- Preventative maintenance
- Reporting
- Software updates
- Equipment repair/replacement
- Technical skills transfer

Call us for a discussion on what we can offer and let us help you take the stress out of managing your infrastructure.



## On-Site Technicians

---

Many of our customers have made the decision to completely outsource the day-to-day operations of their infrastructure to Omega. In these cases we place our skilled and experienced technicians at our client's site to provide a level of support that can only come from having a full-time resource.

We can provide full-time, on-site technicians who will not only assist your company to function at optimal efficiency, but also significantly control costs associated with support services. This resource can be utilised to assist with issues such as Video Conferencing, room checks, call set-up, call monitoring, diagnostics, reporting, standby support and operation of equipment during meetings.

Drawing from our extensive pool of technology resources we are able to ensure that your support requirements are always met. The typical challenges you may incur with employing staff directly are taken care of by partnering with Omega, knowing that we will always do what we do best: deliver Exceptional Service.



## Training

---

To enhance the effectiveness of your organisation's audio visual and video communication solutions, we offer customised training by a dedicated trainer. Training on the correct and efficient use of the technology is empowering to your staff and adds instant value to your business. Our practical, hands-on training approach benefits new and existing users, as all participants will enhance their technical abilities.

Omega's investment and commitment to training is unique in our industry. Why not try this service out for yourself and experience the benefits it has to offer? Call us for a consultation to discuss your requirements and we will customise a training programme that's unique to you.



## Equipment Rental and On-Site Events

---

We have an extensive range of Audio Visual and Video Conferencing equipment which is available to rent on an ad-hoc basis. Our skilled technicians are available to help you set up and de-install this equipment and will even provide standby support if required, to make sure your event is a success.

### **Our products include:**

- Portable PA/audio systems
- Projection screens
- Data projectors
- Flat panel displays
- Video Conferencing Codecs

We can also help you plan and stage your next on-site event. From consultation advice for getting the most out of your chosen venue to skilled technical advice for event planning - our experience and expertise will ensure that your event runs smoothly and leaves a lasting impression.



## Virtual Events

---

With the increasing need for events to be hosted virtually, Omega offers a professional solution for your next executive meeting, webinar or company presentation. Requiring less than an hour's setup, we create an immersive virtual event experience that engages your audience and runs without a hitch. Omega will supply the hardware, technology and personnel to support even the most ambitious event.

### Benefits:

- Static or moving virtual backgrounds using green screen technology to match event theme
- Single or multiple presenters (seated or standing) displaying video and presentation, including ability to utilise interactive whiteboard technology
- Professional lighting and audio visual setup by experts who manage event from start to finish, includes cueing of content and video control
- Events can be streamed with interactive Q&A chats, polls or Video Conferencing sessions connecting to clients' existing collaboration platforms such as Microsoft Teams or Zoom
- Recording of events can be played back on demand via secure link



## Contact Us

### Gauteng

64 Montecasino Boulevard  
Monte Circle  
2nd Floor, Block A  
Fourways, Gauteng  
Tel: +27 11 258 5400  
Fax: +27 11 258 5500

### Western Cape

Unit 103  
The Gatehouse  
3 Century Way  
Century City, Cape Town  
Tel: +27 86 111 4799  
Fax: +27 86 539 6887

### Eastern Cape

Regus Harbour View  
1st Floor Harbour View Building  
Oakworth Road  
Humeral, Port Elizabeth  
Tel: +27 41 101 1047  
Fax: +27 11 258 5500

### KwaZulu-Natal

The Boulevard  
19 Park Lane, 3rd Floor  
Umhlanga Ridge  
Durban  
Tel: +27 31 765 1422  
Fax: +27 11 258 5500

### Omega Digital Services (Pty) Ltd

Reg No: 2011/100070/07  
PO Box 327, Rivonia, 2128, South Africa  
Help Desk: 0861 822 277  
Email: [info@omegadigital.co.za](mailto:info@omegadigital.co.za)  
Web: [www.omegadigital.co.za](http://www.omegadigital.co.za)  
Directors: S Kellaway, S Pringle, M Lange