



Maximise efficiency

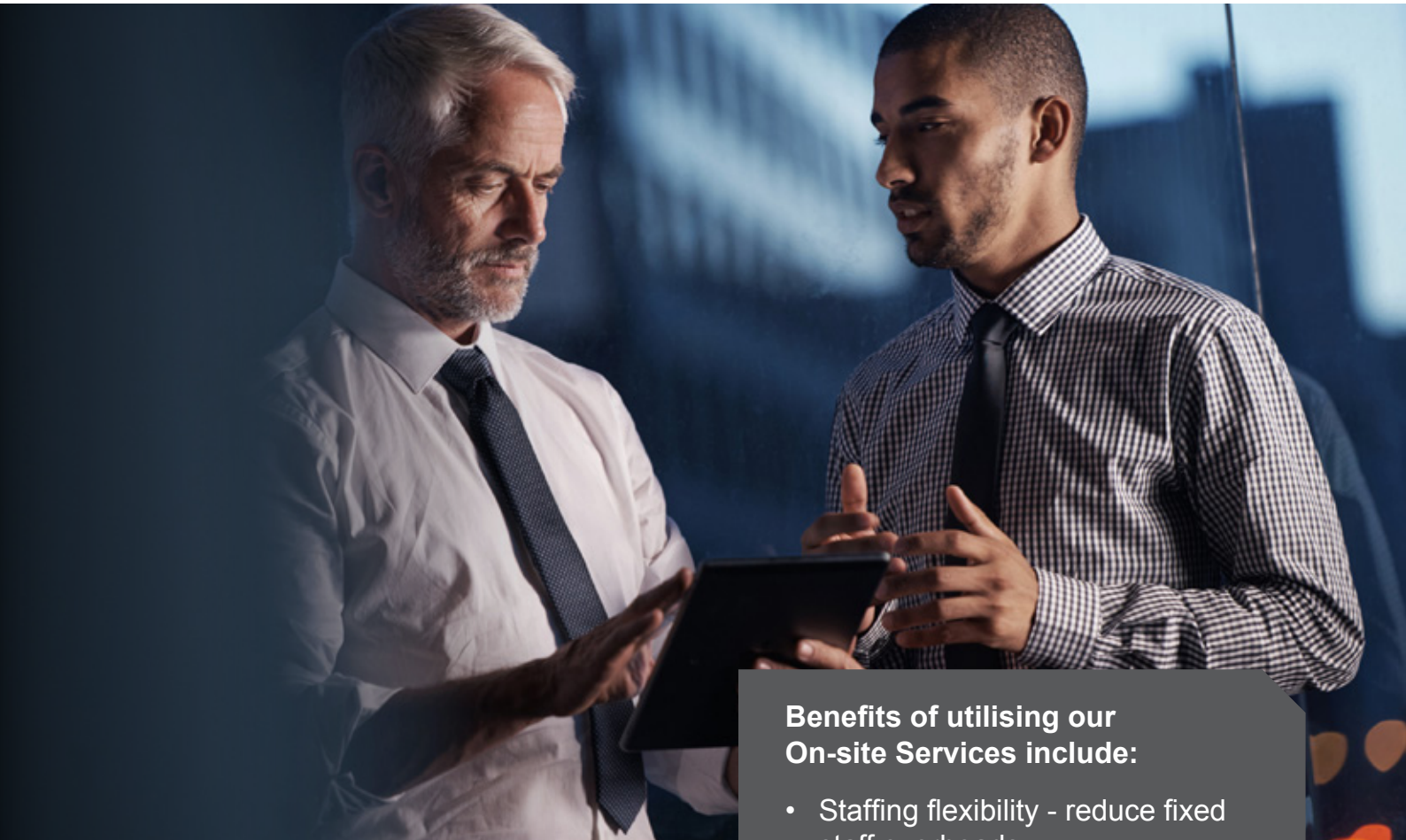
BY TAKING AN
EXPERT ONBOARD

Omega Experts offers customers a highly customisable on-site solution to all your collaboration infrastructure requirements. Where required, we will place our skilled and experienced engineers at a client's site to provide a level of support that can only come from having a full-time resource.

Our technicians 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 Unified Communications (includes Video Conferencing), room checks, call setup, call monitoring, diagnostics, reporting, standby support as well as the operation of Audio Visual equipment during meetings.

As evidence of the need for this type of service, new office premises often present technical teething problems that can be solved by having an on-site specialist stationed there for the first few months, or long-term. With our fully customisable contracts, this can be arranged.





We provide three support levels of on-site resources, available on short-term or longer term contracts: Collaboration Support Services, Events Set-up Services and Infrastructure Support Services. These Collaboration Experts can even undergo customised technical training to meet your specific requirements.

Benefits of utilising our On-site Services include:

- Staffing flexibility - reduce fixed staff overheads
- Back-up support resources for occasions when current resource/s are sick or on leave
- Immediate access to skilled external resources
- Faster and better service delivery
- No ongoing training and skills development costs

SUPPORT SERVICES:

COLLABORATION:
Executive / Expert

- Collaboration experience (Unified Communications and Audio Visual knowledge)
- 1st Line product diagnostics knowledge
- Room setup experience
- Communication and presentation skills

INFRASTRUCTURE:
Collaboration Engineer / Unified Communications Engineer

- Same skills and experience of Boardroom Support Resources plus:
- Unified Communications infrastructure and end points experience
 - Bridge operator experience to schedule, monitor and manage Video Conferencing environment
 - Networking knowledge
 - IP Telephony Experience

EVENTS SETUP:
Events Engineer

- Events and staging experience
- Sound Engineering qualification
- Live events, video editing and production experience

Contact us today to learn more about outsourcing the management of your collaboration infrastructure environment to Omega Experts through our On-Site Services offering.