

ClearTrac Control™



Features and Benefits

- 24/7 Real-time visibility
 - Video/audio endpoints, infrastructure, network devices, servers, routers, switches and more
 - Application availability
 - Service requests
 - Problem resolution status
 - Customer usage
- Secure, customizable web portal
- Live monitoring of video systems and networks
- Comprehensive user dashboards
- Asset management
- Fault management
- Reporting



The cornerstone of Providea Managed Services provides a desktop view of your video deployment

Telepresence and video conferencing continues to become the new business norm, providing enterprises with access to more sophisticated communications tools than ever before. As organizations deploy video endpoints and integrate telepresence into more business processes, a critical component to the overall success is delivering a consistent high-quality user experience, which in turn drives video adoption across the organization. In order to realize a strong return on investment, organizations need the right management tools to continuously monitor the user experience, troubleshoot, and remediate issues. Integral to Providea Managed Services is ClearTrac Control (CTC), a cloud-based platform that provides real-time visibility into your entire collaboration system. With efficient service-level monitoring, provisioning, and troubleshooting, CTC allows us to resolve customer issues at conversation speed.

A single platform to manage your video conferencing deployment

A state-of-the-art video deployment can get pretty complex - coordinating multiple video and IT components. ClearTrac Control provides a desktop view of your entire collaboration system — video/audio endpoints, infrastructure, network devices, servers, routers, switches and more. ClearTrac Control is vendor agnostic and easily integrates technology from different manufacturers — all on a single platform.

Proactive monitoring helps resolve issues before they happen

Now that you've made an investment in video communications, you want everything running at peak performance. Your Providea Managed Services Team uses ClearTrac Control to maintain an overall view of how your video conferencing is functioning. Automatic alerts help catch specific problems before they impact the quality of your conferences. Powerful reporting capabilities identify trends that we can analyze with you to make the system more efficient and plan for the future.

Support delivery at conversation speed

We designed ClearTrac Control to deliver the fastest support available. With real-time visibility, twenty-four hours a day — we have access to system and application availability, service request submittals, problem resolution status, customer usage statements and custom reporting.

Easy-to-use dashboards to navigate your system at a glance

ClearTrac Control is a cloud-based tool that is accessible from any computer anytime and anywhere. Our dashboards organize information with overall views that allow us to drill down for more information. The interface is simple, but the application is driven by a powerful database that provides the real-time information you need to get the most out of your investment in video communications.

Contact us today to find out more about Providea's Managed Service Solutions and ClearTrac Control.

Providea Managed Services' revolutionary tool provides a 360° view of video, voice, IT and network assets

MANAGE TECHNOLOGY ASSETS	
Asset Database	Comprehensive information on your system components: Video: Cisco CTS, Cisco/TANDBERG, Polycom, LifeSize, endpoints and infrastructure. Network: switches, routers, monitoring, performance of LAN and WAN.
Contracted Services	Easy to coordinate outside services so they work smoothly with your existing resources.
Customer Relationship Management (CRM)	Keeps data on interactions between users both inside and outside your organization.
Unified Communications	Integrates IT resources such as servers, operating systems, virtual machines, desktops and tablets.
MONITOR THE VIDEO / AUDIO / IT ENVIRONMENT	
Application	Provides a continuous overall view on how a system is working — from telepresence to remote desktop locations. This birds-eye view helps maintain an effective conferencing environment.
Appliance	Monitors each individual equipment component of your system — video, voice, servers and desktops as well as IT devices such as routers, switches, servers and security appliances.
Network	Assesses the overall health of your network to catch any issues before they impact day-to-day conferencing.
Fault Management	Sets parameters so that when certain issues occur, or levels are not met, alerts are sent automatically to the appropriate contact.
RESOLVE ISSUES EFFICIENTLY	
Case Resolution	Provides real-time visibility into the status of issues so you always know what measures are taken to resolve an issue.
Escalation	Automatically routes an issue to a higher level of management or a greater level of expertise if certain parameters are not met.
Service Level Agreement (SLA) Measurements	Provides statistics on service levels that are automatically compiled so actual performance can be compared against service level agreements.
GENERATE COMPREHENSIVE REPORTS	
Customer Dashboards	Dashboards provide real-time information into the video conferencing environment. Information is provided via a web-based interface linked to Providea's customer database. This "cloud-computing" solution allows access to ClearTrac Control from any computer, at any time or place.
Usage Reporting	Comprehensive reporting on conferencing keeps track of customer usage trends so assets can be allocated to where they are needed the most.
Asset Reporting	Provides data on critical components of your system — equipment statistics, support log, location and more so you can take a lifecycle approach to asset management and future planning.
Cost Allocation	Periodic reporting helps allocate conferencing usage to different customers or business units.



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Printed in the USA. 01/12