



**UNIFIED**  
**COMMUNICATION**  
INNOVATION TO  
**IMPLEMENTATION**

THE DAWNING OF A NEW ERA IN VISUAL COMMUNICATIONS.





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PARTNERS

## UCi2i only operates through partners...

...so getting it right by developing and investing in strong business partnerships is core to our business.

"...we treat all of our partners as vital and valuable regardless of revenue volume, or number of connections."

UCi2i is always interested in speaking to focused, professional, loyal organisations who want to build

powerful and dynamic businesses around video conferencing. Transparency is a cornerstone for a successful and powerful partnership so at UCi2i we believe it is critical that every channel partner is supported. This means that we treat all of our partners as vital and valuable regardless of revenue volume, or number of connections.

Continue reading to find out the benefits you can expect as a partner of UCi2i.

“UCi2i is unique, the blend of global presence and true independence as a managed service provider and video specialist is what the market has been longing for”

“UCi2i’s commitment to ISO - particularly at such an early stage - is a sure-footed sign of how serious it is about providing carrier-grade services to its clients”

### What can you expect - as a partner of UCi2i?

- **Commitment** - Sales training & business development support.
- **Strategic Approach** - Technical support to ensure that your clients receive the best possible video experience. Every day.
- **Additional Recurring Monthly Revenues** - Boosting your revenue and client value through additional monthly streams, enriching every contract.
- **Stronger Commercial Relationships** - Enabling you to offer a true turn-key, one-stop-shop, cost-effective video solution.





## Vendor Independence is at our very heart

At UCi2i we believe that video conferencing should be high quality, easy to use, accessible and affordable.

We understand the importance of being able to offer what the client **needs** - and sometimes just what they **want** - rather than being compromised by existing commercial relationships. We are able to connect anybody with everybody, any standards based VC provider, equipping you - the channel partner - with the best portfolio of features, benefits and solutions to compliment your own portfolio of products and services.

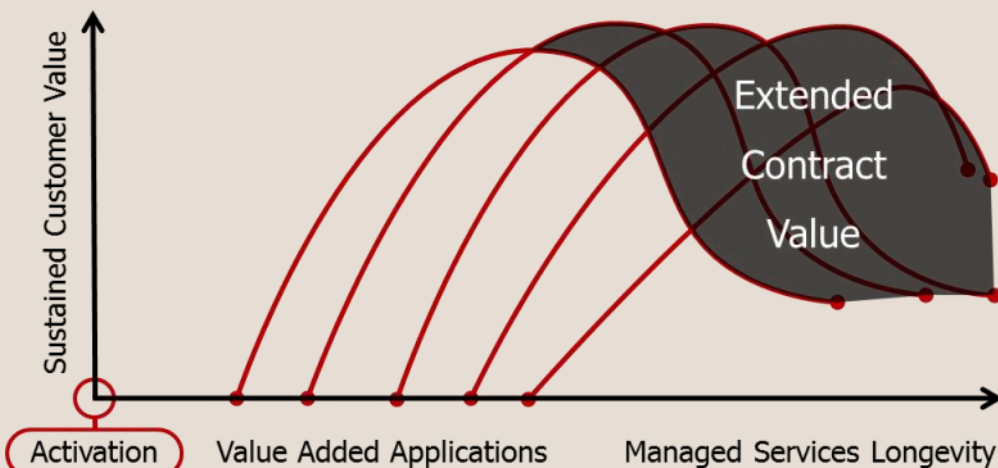


We'll work with you as tightly or as lightly as you wish, anywhere along the "build, transfer, operate" journey with you and your clients. At UCi2i our infrastructure and architecture is truly carrier-grade, we have invested globally so that you and your clients don't have to.

UCi2i only ever engage with clients - exclusively - through channel partners, so we're always complimenting and enriching your business model and investment cycles, looking for new and innovative ways to support and develop our partners making our relationships powerful, profitable, interdependent and sustainable.

## UCi2i gives you the tools you need for your future.

With an unprecedented route-map of features, services and solutions, UCi2i provides you the opportunity to regularly engage your clients, maintaining close, value-based relationships while maximizing partner revenue.

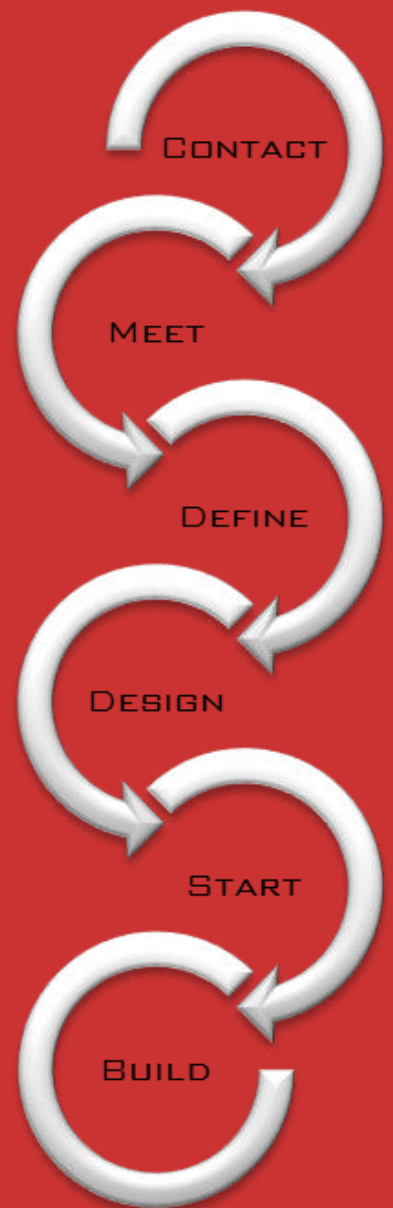


## What's Next?

- Are you interested in partnering with a business that is set up explicitly to work with channel partners?
- Do you want to be able to access a wider range of clients by offering a true turn-key video solution?

If the answer to these two questions is 'yes' then you should contact us and arrange an initial meeting.

UCi2i - we're just a phone call away.



# UCi2i



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OPERATIONS

“UCi2i’s Operations and Technical teams are customer focused and service driven. As a service business UCi2i is continually evolving its processes and procedures providing a LEAN business model that benefits everyone of UCi2i’s partners and customers.”

“Carrier grade infrastructure and ISO accreditation. They have already established themselves as a global player”



## Global, Carrier-Grade Operations

UCi2i Operations and support teams work to ISO and ITIL standards providing complete support services to all partners and end customers.

“The reason we entered into a global network deal with Level3 is simple - we wanted to be able to offer the best **global** solution to our partners and their clients.”

UCi2i’s operations teams manage and monitor

every end-point on the network in real time through UCi2i’s self developed in-house platform;

UCi2i’s operations teams are all experts in video conferencing and provide 1st, 2nd and 3rd line support to everyone on the network;

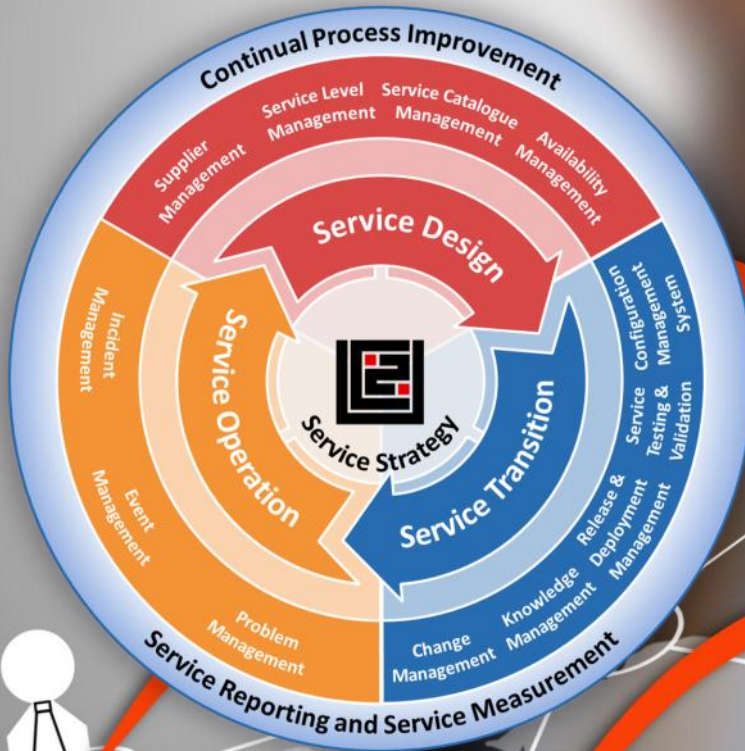
UCi2i’s operations teams provide multi-lingual local language support to all customers;

UCi2i’s operations teams provide multi-vendor support for all standards based endpoints.

### Professional Services

UCi2i offer a range of services to support both partners and customers:

- Video network architecture design & implementation
- IP Network reviews
- Programme and Project Management – ITIL
- Partner and customer training
- Usage and Adoption
- Independent consultancy for RFI’s and RFP’s



## Operations Processes

- UCi2i's operations teams provide customers with world class support and operate to strict SLA's
- UCi2i's SLA's are maintained and monitored by everyone within the operations team, and are also integrated into CRM
- Should SLA's need to be escalated our CRM has triggers to ensure the operations teams are continually informed of this

UCi2i will assign a severity level to every call to the V-Desk. Assigned severity may change as the case is updated. UCi2i V-Desk operatives will work with the customer to accurately identify the case, assign it and work it through to resolution

LEVEL	DESCRIPTION
5	Customer Service Request Request may result in additional billable services
4	Customer requests "How To" or information on video conferencing services. Tickets downgraded from Sev 2/3 (with customer's permission)
3	Moderate to low business affecting Customer is experiencing minor quality issues with end point, hardware and/or video quality
2	Single site affected Single conference cannot be launched Single conference dropped and/or video quality is such that it impedes acceptable video conferencing
1	Multiple endpoints/sites affected Multiple conferences cannot be launched Conferences dropped and/or quality impedes acceptable video conferencing Video Infrastructure failure Network failure due to carrier or application provider (referred to network provider)





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**NETWORK**

“ UCi2i’s global resilient core video infrastructure, provides partners and end-customers with a resilient and reliable permanently connected, always on video service ”

“ UCi2i has ensured its network connectivity is independent; to this end UCi2i is RIPE registered and owns its IP range, UCi2i is essentially an ISP, ensuring interconnecting with customers network providers is easy to complete ”

## Global, Carrier-Grade Network

UCi2i’s MPLS IPVPN network is a dedicated video / visual communications network that can provide private B2B connectivity and public internet connectivity for both B2B and B2C.

“The reason we entered into global network deal with Level3 is simple - we wanted to be able to offer the best global solution to our partners and their clients.”

The network data centres in London and Hong

Kong, that house UCi2i’s core network infrastructure and video infrastructure, are list-X sites and provide 99.995% up-time reliability.

The performance of high-priority applications such as video and voice can’t be compromised by other applications. Level3’s reliable, high-performance converged MPLS backbone gives UCi2i , its partners and end customers the ability to align network with high CoS capabilities.

### UCi2i Connectivity Options

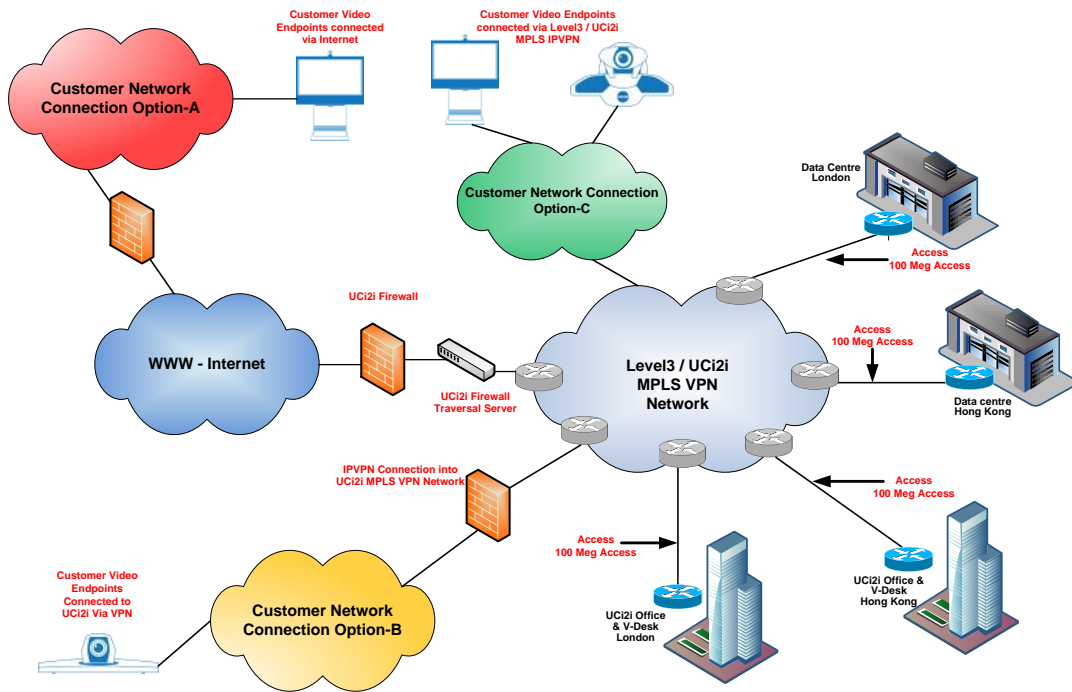
- On-net connection to UCi2i’s MPLS IPVPN
- Network-Network Interconnect (NNI)
- IPVPN
- Internet connectivity through secure border controller

### MPLS Network SLA’s

- UCi2i MPLS IPVPN >99.9% - Uptime
- MPLS IPVPN packet jitter <10ms and DIA Converged connection - 4 hours Time to Restore
- DIA Latency global average <125ms







## MPLS IPVPN Benefits

- MPLS IPVPN combines the benefits of VPN's - performance, security, scalability and network flexibility
- Highly Secure - Private, fully meshed network separate from the public Internet
- International Connectivity and reach in more than 450 core network markets
- Six Classes of Service (CoS) for optimal traffic prioritisation

## As a video service provider network quality and versatility is at our core

- There are multiple ways to connect to UCi2i's global video network from fully private MPLS IPVPN connections to standard Internet connections from a customer's office, or even home-workers via the Internet
- All connectivity is secure and validated on UCi2i's network devices
- UCi2i supports end-to-end AES encryption, secure management and secure video and audio meetings
- Not only can UCi2i connect to end customers in multiple ways via IP, but UCi2i also provide global ISDN connectivity and provisioning. Customers can utilise UCi2i's ISDN network connections removing the need for customers to install costly PRI lines into their network or endpoints. Supporting legacy connectivity should be the role of your service provider not the end customer
- UCi2i also provides data centre hosting services (where required) through its strategic data centre partnerships. Customers who require hosting from their managed service provider can rely upon UCi2i and its partners to host their video infrastructure securely.

## UCi2i's Network Partners



# UCi2i



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**SERVICES**

“UCi2i’s service plans have been built around the demands and needs of end users. Ultimate flexibility, unique packages and great value act as cornerstones for the UCi2i portfolio.”

“Pay-As-You-Go bolt-on services & options make it easy to add VC resources where and when clients need them most - and to do it fast. UCi2i offers unmatched flexibility.”

## A Breath of Fresh Air

UCi2i’s service plans are simple and easy to understand. There are four service plans starting with basic point-to-point connections, through to full concierge services with large

“Simple, easy to understand service plans, that give end users the freedom to choose and the power to control their VC needs.”

Virtual Meeting Rooms (VMR’s) and multi-screen telepresence systems.

UCi2i’s services extend beyond just service plans and support, Usage and Adoption is key to ensuring ROI is delivered is the shortest period of time to all customers.

Call for more details - and discuss your unique requirements with one of our specialists.

### UCi2i’s Usage and Adoption programmes are customer focused and success driven:

- Driving the strategic importance of video through customers businesses to all of their employees
- UCi2i utilise Usage and Reward programmes that are customised per customer
- Continual refresher training continually reinforces the importance of video to help provide a great work life balance
- Involving employees and taking on feedback is a great way to encourage video usage, this leads to users talking about video and accepting it as a natural form of communication



SERVICE	CONNECT	EXECUTIVE	PREMIER	TELE- PRESENCE
CLOUD EXCHANGE	✓	✓	✓	✓
V-BOOK	✓	✓	✓	✓
V-2ME	✓	✓	✓	✓
V-MR	P2P	4-SEAT	6-SEAT	X-SEAT
V-THERE	PAYG	PAYG	✓	✓
V-MAIL	PAYG	PAYG	✓	✓
V-SAVE	PAYG	PAYG	PAYG	✓

#### ADDITIONAL PAYG SERVICES

ADDITIONAL V-MR SEAT	V-CAST	V-STREAM	V-TRANS	V-SIGN
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**V-Book** | A unique proprietary web-based portal and directory facility; it provides every UCi2i user with a personalised and secure account, that is delivered through a single user interface no matter what standards based video system being used.

**V-2Me** | You never need miss a video call. V-2Me will divert your video endpoint to a mobile video, a desk phone, a mobile phone or your home phone.

**V-MR** | Additional V-MR seats can be added for an ad-hoc one-off call (24hrs), or added to your existing monthly service plan.

**V-There** | UCi2i's full concierge service is included within the Premier monthly package. Concierge service will confirm all calls connect successfully, will continuously monitor the call for its duration making sure all parties remain connected, and will intervene where necessary to ensure minimum disruption to calls.

**V-Mail** | Just like E-Mail, V-Mail is a video-mail message sent to a recipients inbox. V-Mails will be saved for 7-days.

**V-Save** | UCi2i's call recording service will record and save the video meeting, and audio (where required) for 30 days, this recording is then sent to the customer in a specified format. V-Save when provided as a PAYG service is charged on a per meeting basis.

**V-Cast** | UCi2i's multi-cast streaming service is charged on case by case basis. Should a town-hall event or company broadcast be required, V-Cast will utilise a customer multi-cast router to broadcast the video call across a customer's network.

**V-Stream** | UCi2i's web-streaming service streams customer video or content over the public internet.

**V-Trans** | The V-Trans service is a real-time language translation service that is available on a case by case basis.

**V-Sign** | The V-Sign service is a signing service for the audibly impaired that is available on a case by case basis.

## Go Green with UCi2i

- Using video-communications significantly reduces our users' requirement for local and international travel costs and in turn, their associated carbon footprint. Adoption of UCi2i's video collaboration is forecast to deliver:
- We will offset 63,000 tonnes of carbon for our customers within the first 4-years
- Up to a 30% reduction in cost-of-travel overheads over a 3-year period



\* PAYG: Pay As You Go



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