



# Our Company Profile

Award-winning, independent and accredited. Experts in Video Communications.



## THE UK'S LEADING VIDEO COMMUNICATIONS INTEGRATOR

VideoCentric is an award-winning, highly accredited and independent end-to-end integrator of the world's leading video conferencing, telepresence and collaboration solutions.

Built on knowledge, experience and customer satisfaction, our aim is to offer the most independent advice and the highest levels of technical support available in the UK to complement our portfolio of Conferencing, Collaboration, AV and video networking technologies so you can achieve your business goals and excel in your marketplace.



### WHAT DO WE DO?

From consultation and design, to expert implementation and award-winning support, VideoCentric provide an end-to-end portfolio of services and solutions to enable high quality, secure & flexible video communications - anywhere at anytime.

With over 15 years of experience working with SMB's and multi-national enterprises in both the public and private sector, we understand how important communication is to your business. Our portfolio includes only world leading products and services, stringently tested in our own labs to ensure only the highest quality and most cost effective solutions are implemented within your workplace, and on your network.

We provide on-premise, private, managed, cloud and hybrid solutions for improving business collaboration in your meeting rooms, enabling professional desktop and remote working, providing secure mobile and BYOD technologies for your teams and increasing productivity across the workforce.

## OUR SOLUTIONS & PRODUCT PORTFOLIO

Whether you are looking to video enable your boardroom, upgrade your endpoints, deploy virtual infrastructure in your data centre, or enable remote working through a professional cloud service, VideoCentric's broad portfolio includes all the components needed so that the right solution can be built around your requirements.

Our portfolio includes world leading Telepresence, Video Conferencing, Unified Communications and Collaboration tools, network components and platforms, professional integration technologies, AV, cloud & managed services so you can transform your workspace in a way that works for you.



## ACCREDITED, CERTIFIED AND SPECIALISED

Whether you are looking for an on-premise, virtualised, private, public or hybrid cloud solution, VideoCentric are accredited and certified by all the world's leading vendors of video collaboration technology, enabling us to provide independent expert advice, compare & stringently test technologies side-by-side and supply world leading products and solutions that achieve your business aims.

Amongst our accreditations and certifications, we are proud to be:

- A Cisco Premier Partner with specialisations in Advanced Video and Collaboration
- Certified in Video, Infrastructure, Installed Audio & Microsoft Devices with Polycom
- One of only two Lifesize Gold Partners in the UK and the UK's only Lifesize Cloud Master
- Pexip's leading UK partner
- One of only 15 SMART Gold Business partners

We hold accreditations with many other technology vendors too such as Crestron, Barco, Revolabs, Vidyo and Wolfvision, so whatever stage of your project, you can be assured of the expertise assisting you throughout.

# PROFESSIONAL SERVICES TO REACH YOUR BUSINESS GOALS

## Consultation, Strategy & Design

Whether developing your Video communications strategy, researching solutions for your marketplace, or you are in need of assistance with video network design and consultancy, our team can guide you through analysis, auditing, planning, design and consultation to help you reach your business goals.

## Implementation & Integration

Our expert team of trained installers and technicians can survey, install and configure all equipment we supply, and integrate infrastructure and cloud services with your current network & UC platforms throughout the UK, Europe and globally.



## Maintenance & Support

The most experienced team in the UK, VideoCentric provide a dedicated, personal and in-house technical support team who strive to understand your video environment in depth, and provide a proactive, value-added service that ensures the highest levels of support & customer satisfaction are met.

## Adoption & Training

We recognise the importance of return on investment and so we provide courses, seminars & adoption services for users, administrators and trainers to ensure your solutions are adopted and everyone feels comfortable with the technology at hand. Free ongoing refresher training is even provided up to 4 times a year as part of your support service!

## 24x7 Dial In Test Facility

VideoCentric has a 24 hour, 7 days a week auto answer test facility to enable customers to test connectivity and interoperability at any time to systems from the world's leading manufacturers.

## Finance & Leasing

VideoCentric offer a range of flexible financing and leasing options, allowing customers to offset their investment against immediate savings.

## Demonstrations, Trials & Testing

VideoCentric have the UK's most comprehensive interoperability suite where you can compare virtually every leading video conferencing system and infrastructure under one roof. Plus we offer free demonstrations at your site, and can provide systems to trial in your own environment.

## Equipment Hire & Rental

VideoCentric have the UK's largest stock of Video Collaboration equipment for hire and rental, whether for your 1 day events, 2 week seminars or for up to 36 months within your meeting room. Equipment includes professional group units, Skype for Business Room Systems, desktop devices, SMART interactive solutions and PTZ cameras.



## UNRIVALLED SUPPORT FOR YOUR VIDEO COMMUNICATIONS ENVIRONMENT

VideoCentric's support team is based on 30 years' experience in design, installation, support and maintenance of video conferencing systems and infrastructure. This experience offers us a unique and exceptional level of understanding of your video equipment, ensuring we can proactively identify and respond to issues that may arise in the most efficient manner possible.

VideoCentric support their customers with an in-house dedicated technical team & service desk, enabling us to get to know your video environment in-depth, and offer professional but friendly assistance to ensure the highest levels of support and customer service are met.

Our 7 service levels have been tailored to suit the needs of our customers, whether they are looking for hardware advanced swap-out services, software only solutions or even 24x7 mission critical support.

## CLOUD & MANAGED SERVICES

VideoCentric's Cloud & Managed Services Portfolio is the UK's most comprehensive portfolio of cloud & managed video conferencing solutions, offering a variety of scalable, affordable and flexible services to make it easy to connect teams, enhanced collaboration and accelerate your business. Our portfolio includes:

- Secure, professional Virtual Meeting Rooms with any-device access
- Services including Cisco CMR, Polycom RealPresence Cloud, Lifesize Cloud, Vidyo, UCI2i & BlueJeans
- Skype for Business/Microsoft Lync Interoperability Services
- UK Hosted VMR's with ISO 27001, 22301, 14001 & 9001 certification
- Cloud based PBX
- Firewall Traversal, Gatekeepers and Gateways for SIP, H.323, SVC, ISDN & POTS
- Recording & two-way data collaboration services



## OUR CUSTOMERS

From small recruitment agencies and solicitors to global retailers and utility companies, VideoCentric have supplied, installed and supported Video Collaboration solutions for businesses of all shapes, sizes and markets. Some of our customers include:

- Healthcare - Over 40 NHS Trusts, Bupa, Nuffield Health, Broadmoor & UCL
- Oil, gas & utilities - Nexen, Worley Parsons, E-ON, Intergen and British Gas
- Leisure & retail - Claires Accessories, Fred Olsen, La Senza and Specsavers
- Manufacturing - Babcock, Bosch, Tetra Pak, Marshall and Waukesha Bearings
- Construction - Wates, Tarmac, Hilson Moran, BRE and Costain
- Charities & organisations - British Library, RSPCA, the Cystic Fibrosis Trust and English Heritage
- Financial - QBE, Dow Jones, Financial Times and Morgan Stanley
- Public Sector - Ministry of Defense, The Home Office, the UK Supreme Court and over 20 UK councils



### Contact Details

**VideoCentric Global HQ**    **VideoCentric Scotland HQ**  
Wokingham, Reading, UK                      Edinburgh  
Tel: +44 (0118) 9798910                      Tel: +44 (0131) 4732351

#### Other UK Locations

<b>VideoCentric London</b> Tel: +44 (020) 34113953	<b>VideoCentric Manchester</b> Tel: +44 (0161) 6601128	<b>VideoCentric Newcastle</b> Tel: +44 (0191) 4327559
<b>VideoCentric Bristol</b> Tel: +44 (0117) 9117242	<b>VideoCentric Glasgow</b> Tel: +44 (0141) 5305889	

#### Global Sales & Support locations

**Worldwide: Please contact VideoCentric HQ For global locations**

[sales@videocentric.co.uk](mailto:sales@videocentric.co.uk)

[support@videocentric.co.uk](mailto:support@videocentric.co.uk)

Personal video: [firstname.lastname@videocentric.net](mailto:firstname.lastname@videocentric.net)

[www.videocentric.co.uk](http://www.videocentric.co.uk)



Polycom

**lifesize**

**SMART**

rexip



**BARCO**



**Skype for Business**

**WOLFVISION**



**AMX**

**ClearOne**

**AVAYA**

**CRESTRON**



**NEC**



**HITACHI**  
Inspire the Next

**SONY Panasonic**