

Symphony Management Platform

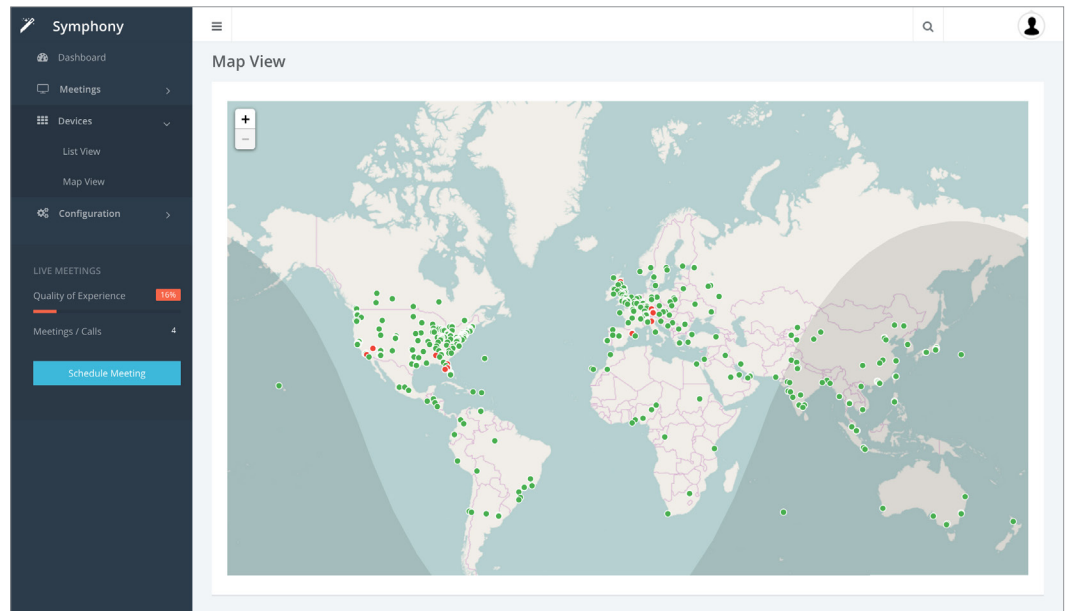
With our Symphony platform, we monitor and manage your AV, video, and unified communications and collaboration systems, run diagnostics on those systems, launch your video calls, and handle the way your meetings are organized, monitored, and managed. We're the only service provider that uses manufacturer products and our own tools to manage your environment.

Your Meetings, On Schedule

For any video meeting, the quality and functionality of the endpoints and infrastructure is our top priority. We give your company the luxury of having an extended IT department, verifying equipment is operating as expected. Symphony also gives your users the ability to monitor equipment quickly.

The Symphony Advantage

- Schedule meetings between different locations and types of systems
- Access to Symphony from a web portal, mobile applications, and calendar integration
- Schedule and modify meetings from anywhere at any time



What Symphony Means to You

- A single enterprise dashboard
- Continuous monitoring of AV, Video & UC components
- Proactive monitoring support for devices, infrastructure and meetings
- Room control with automated usability

Monitoring and Management Made Simple

Our Communicator Proxy server hosts key modules of our Symphony managed services platform behind your firewall and uses standard ports and Internet connections to communicate with Symphony in the cloud as needed. With Communicator Proxy, there is no need for a dedicated circuit between AVI-SPL and your network. Communicator Proxy benefits:

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- Standards-based polling of all IP-reachable and SNMP enabled AV and video conferencing devices within your network
- Reports the information back to Symphony in real-time
- Allows commands to be sent securely to the client devices for call launches and device control

Make Your Own Rules

Our Business Process Automation Module governs how your meetings are organized, monitored, managed, and escalated.

You can customize the business rules, thresholds, and workflows of your managed services deployment so that your devices, infrastructure, and meetings are monitored and managed in a way that fits into your processes.

Analysis and Reporting

Through the Symphony relationship, we will schedule meetings with you to review your services. This allows for discussions on growth, policy changes, service statistics, etc. With Symphony, you have the ability to view usage and performance reports at any time. You can also see if your systems are functioning, how many calls are being conducted for each system, their success rate, and more.

- Symphony allows for modifications to be made to your environment without having to overhaul a managed services deployment.
- Using the customer-facing Symphony interface, you and your IT department can quickly and easily see if your systems are active, have pending trouble tickets, and if a conference has launched properly.

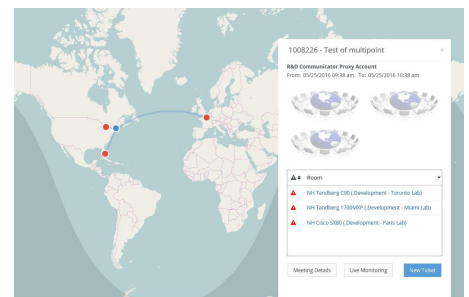
Symphony Integration

Symphony integrates with the variety of your systems in order to deliver a unified experience from one platform.

- Integration with Microsoft Exchange gives your end users a familiar scheduling experience
- Integration with third party systems, like Salesforce.com, for efficient alert and ticket management
- An Active Directory integration provides automated and efficient user provisioning and management

About Us

AVI-SPL is the most trusted provider of AV and video communication solutions for organizations of all types around the world. We design, build, integrate, and support systems for video collaboration and unified communications, AV integration, digital media, 3D visualization, command control, and building automation. We also provide a wide range of support services, including cloud-based video conferencing, onsite staffing, call launching of video conferences, and remote monitoring of AV and video systems to ensure optimal performance.



How Symphony Benefits You

- Improved uptime
- Consistent, enhanced experience
- Real-time Reporting & Analytics
- Single, central dashboard view for multi-vendor environments

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