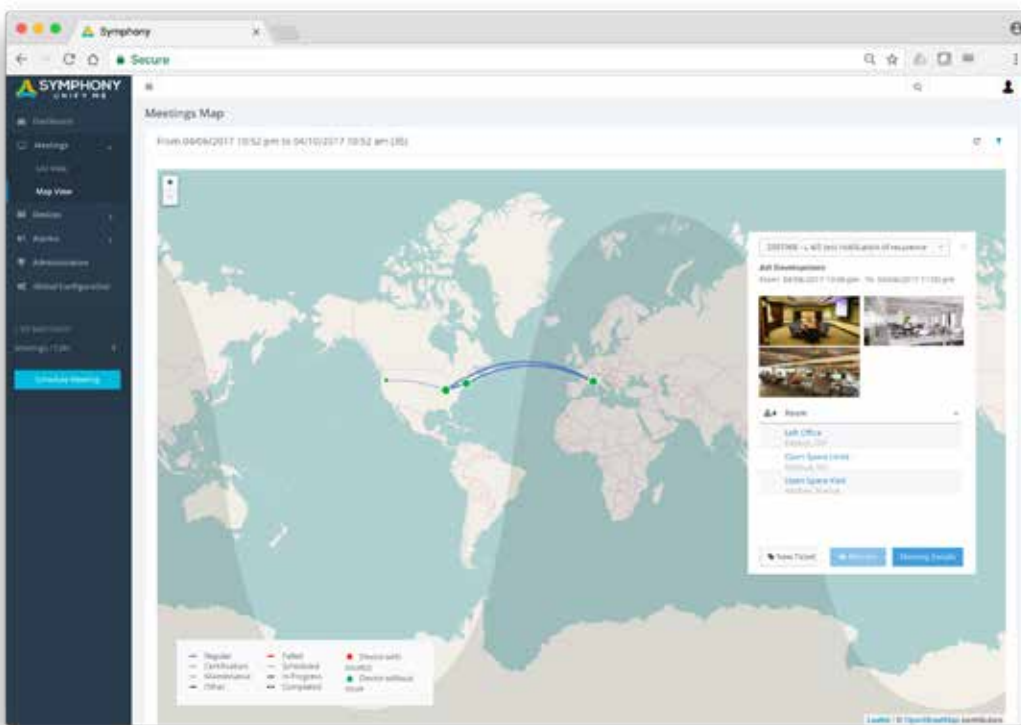


# Symphony Management Platform

Connect and conduct your meetings for workstream harmony. Automate your meeting scheduling, launching, monitoring, management, analytics, and experience from a single platform that gives you global control of your AV and UC ecosystem.

With our Unify ME Symphony platform, monitor and manage your AV, video, and unified communications and collaboration systems, run diagnostics on those systems, schedule and launch your video calls, and handle the way your meetings are organized, monitored, and managed. The simple, intuitive Unify ME Symphony management portal is browser-based and mobile-friendly. Quickly schedule meetings, monitor their performance and technology usage via dashboards for real-time access to system health and service levels.



## Enhanced Features with Symphony:

- Monitor and control Crestron and AMX Controllers, as well as devices connected to each; browse devices via list view or tree structure view for easy consumption
- Schedule meetings in your Virtual Meeting Room via the Outlook Plug-in Simple Mode, or use the Outlook Plug-in Advanced Mode to schedule company rooms and have endpoints automatically launch into meetings
- Control and manage your ticketing and thresholds better with Pause Monitoring, Ticketing Grace Period, troubleshooting workflow, and 3rd party integration
- MCU agnostic, from Cisco to Polycom to Pexip and more
- Scheduling for meetings, auto-sweeps, pause monitoring, VIPs, and more



## 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 benefit of having an extended IT department, verifying your meetings are operating as expected. Symphony also gives your team full visibility to your entire AV and UC estate.

## 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 include:

- Standards-based polling of all IP-reachable and SNMP enabled AV and video conferencing devices within your network, including Crestron controlled-devices
- 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

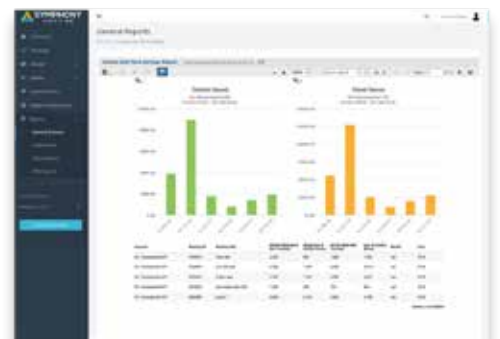
Our Business Process Automation Module governs how your meetings are organized, monitored, managed, and escalated.

You can customize the business rules, service-level 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.

- 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.

## Analysis and Reporting

Through the Symphony relationship, we will schedule meetings with you to review your services delivery. This allows for discussions on growth, policy changes, service statistics, and continuous improvement. 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 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
- E-bonding with third party systems, like Salesforce.com and AOTS, 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 and control centers, and broadcast video. 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.