Videoconference:

India Virtual Collaboration Team (IVCT) provides Videoconferencing as one of its services. In this services we provide end to end services for shared VC room which are supported by ISA. In most of the facilities we have 1 shared VC room which are chargeable.

Booking:

For utilizing shared VC rooms organizer needs to book VC room through Outlook using MS Teams.

Cost:

Shared VC rooms are charged with **INR 1700/- Per Hour Per Room.**

Policy:

Scheduler needs to cancel/modify booking invite used at the time of booking needs to cancel original invite from his/her calendar 24 hours prior to start of VC meeting to avoid charges.

Offsite Videoconference Event:

IVCT also provides offsite VC devices by configuring our Mobile VC Kit in any Hotels, Resorts etc with our Accenture offices.

Cost:

Description	Charges
Mobile Webcast Kit	**$76**
Engineer & Travelling	**Man Hours in MyTe & Actuals Travel Cost**

Mobile Teams Kit:

Description	Charges
Mobile Teams Kit	**$631**
Engineer & Travelling	**Man Hours in MyTe & Actuals Travel Cost**

Teams Live Event:-

	STANDARD	MULTI SPEAKER LAYOUT	2D OVERLAY	3D
Timelines	7 Days*	7-10 Days*	10-12 Days*	12-15 Days*
Base Cost	INR 830/- Per Hour Per FTE	INR 830/- Per Hour Per FTE	INR 830/- Per Hour Per FTE	INR 830/- Per Hour Per FTE
Additional Cost	NA	$765	$1,164	$1,625
Content Sharing	YES	YES	YES	YES
Pre Recorded Video	YES	YES	YES	YES
Single Video	YES	YES	YES	YES
Multi Speaker	NO	YES	YES	YES
Background Overlay Design	NO	NO	YES	YES
External Speaker	NO	YES	YES	YES
NOTE:-				
***Depending upon slot availability**				

Link to Raise Support Request: Submit a request

CoE/Boardroom:

Our Goal is to:

- Establish Standardize support model across India for Center of Excellence and Next generation floors.
- Provide choice to stakeholder to select SLAs based on criticality of the showcase.
- Single team to track AMCs, inventory and tech refresh.
- Enhance availability metrics.

Scope of Work:

- Establish Standardize support model across India for Center of Excellence and Next generation floors.
- Provide choice to stakeholder to select SLAs based on criticality of the showcase.
- Single team to track AMCs, inventory and tech refresh.
- Enhance availability metrics.

Support Model Type / SLA:

	Platinum	Gold	Silver	Comments
Support days	Mon-Fri	Mon-Fri	Mon-Fri	
Support Hours	9am-6pm	9am-6pm	9am-6pm	
AMC Type	Comprehensive	Comprehensive	Comprehensive	1. On going maintenance of devices 2. Firmware upgrades 3. Work with different stakeholders/vendors to resolve issue. 4. Work with different OEM/vendors for warranty replacements
CoE Support Charge/month	$200	$150	$100	
At site Spare inventory for critical equipment	Dedicated to project	Shared between different COEs	NA	Vendor will maintain local stock of critical materials to restore showcase back to normal which has direct impact on showcase functionality /client visit
Response Time	Immediate	Within 15 mins	NBD	
Workaround	Incident impacting showcase functionality during client visit, workaround within 30 minutes through a temporary fix.	Incident impacting showcase functionality during client visit , workaround within 30 minutes through a temporary fix.	Depend on kind of issue reported	
Resolution	For minor issue: within 2 hrs. from time of issue logged. For major issue, requires replacement of large screen or major change 4-6 hrs. from time of ticket logged	if minor issue within 2 hrs. from time of issue logged. If major issue, requires replacement of large screen or major change 4-6 hrs. from time of ticket logged	if minor issue - 2 to 3 days If hardware replacement - 4-6 weeks	
Client/Leadership visit support	Available	Available	Support available with prior 2-3 days notice	Prior to the Client / Leadership visits, the residential engineer will make all the necessary dry runs in advance to ensure equipment are in a usable condition. The residential engineer will be present at Accenture site to manage the visit successfully. Ensure/help correct media is uploaded on screens.
Preventive maintenance	Quarterly	Quarterly	Quarterly	
Service review meeting	Monthly	Monthly	Quarterly	

Delivery Model:

	Steps	Description
1	Logging a complaint	Project SPOC logs a complaint with India COE support team via e-mail (India.COEsupport@accenture.com)
2	Issue documentation	Ticket is generated for supported by COE support team and right priority is assigned
3	Resolution	Engineer assess the issue and rectifies or provides workaround till final resolution is in place
4	Ticket closure	Engineer rectifies the issue and takes confirmation from project on closure. ISA Support team closes issue on the tool and documents feedback
5	Report Generation	Issues reported will be tracked till the closure along with the solution, resolution time and root cause will be documented for monthly and quarterly reviews

For More Information Contact us on:

Mail to: India.COEsupport@accenture.com / India.VirtualCollaborationTeam@accenture.com/ India.VCTeam@accenture.com