

MEDIO Service Definition

1. Service Overview

MEDIO: Connect provides video conferencing services for healthcare professionals to help staff teams meet, work and collaborate effectively, through convenient, scalable, secure conferencing solutions for any user using any device. NHS N3/HSCN hosted conferencing with full endpoint interoperability including Microsoft Teams, WebRTC, H323, SIP, Skype for Business, Mobile Apps and Audio.

MEDIO: Connect Features & Benefits

Features	Benefits
Easy to Use, Maintain & Support	Best User Experience
High Quality / High Definition Audio & Video	See, Hear & Share Everything with Everybody
Most Secure in Healthcare: ISO27001 Cyber Essentials Plus NHS Data & Security Toolkit Standards Exceeded	Confidence Your Calls and Sensitive patient Data are Protected, Safe & Secure
On Touch Dial	Best User Experience
Multi-Platform Connectivity	Connect From Anywhere
Fully Interoperable	Connect From Anywhere
UK Hosted	UK Business, Adds to Security & Compliant
UK Support	UK Business, UK Staff 24/7/365 Security Cleared
99.999% Availability	Always On

	MEDIO
24x7x365 Platform Availability	•
Audio Conferencing	•
Multi standards connectivity (WebRTC, H.323, SIP, Audio, Mobile)	•
High Definition Video	•
Full Skype for Business/Microsoft Lync Integration	•
Conference Lecture Mode	•
Document sharing	•
Encryption/Secure N3 Hosting	•
Usage Reporting	•
Helpdesk via email, Phone and Video	•
Dedicated Service Management Team	•

Services

MEDIO User: The MEDIO service provides each subscriber with a Virtual Meeting Room (VMR), access to our support helpdesk and an easy to use interface, allowing for all types of Endpoint to connect.

MEDIO Room: The MEDIO Room service provides each assigned room system with a Virtual Meeting Room (VMR), access to our support helpdesk and an easy to use interface, allowing for all types of Endpoint to connect.

MEDIO: Connect: The MEDIO Room service complete with full & dedicated VIP service (test calls, call scheduling, single point of contact) for ad hoc calls or events.

Service Options

Microsoft Teams Interoperability: Gateway service connects Non MS Teams devices to join a scheduled MS Teams call. Initial licence includes platform licence and 5 concurrent connections

MEDIO Brand: Re-Brand any Medio service with bespoke logo, design, colour.

MEDIO Room Solution: *A Medio Room Solution complete with 55" Wall Mounted Display, Camera, Microphone, Speakers, Installation, Support and Medio Subscription.*

Associated Services

Involve MEDIO professional services are available to support your organisation such as:

- **Consultancy Services** to support MEDIO deployment
- **Training Services** from **Involve Academy** to drive adoption even further

2. On boarding process

Service requirement

The Account Manager will notify the service team of the account requirement and will include the end user administrator details. A user license and a VMR (Virtual Meeting Room) is associated to an individual with unlimited access 24/7/365.

User List

The user list will be provided by the customer.

Dial Plan Definition

Technical Sales will work with the customer to define the dial plan to ensure consistency whilst working to match the customer's current telephony definition. The dial requirements will be submitted at the time of service request.

Network Requirements

Involve will provide information and advice on port management when using MEDIO: Connect The information will cover Firewall port requirements and recommended network designs to ensure security and flow of traffic and is a one-time set up.

3. Service Provisioning

The user will be provisioned with Account Details per the agreed On Boarding process. All Services are available 24/7/365. User Accounts will be provisioned and the end user sent their dial plan details, Room Accounts and other Services will be managed during on boarding with Client Sponsor. Customers requiring assistance will contact the Support desk through agreed methods.

4. Reporting

Standard reporting will include VMR utilisation.

5. Service Levels

The Involve Cloud service is available 24 / 7 / 365 at an uptime of 99.999%.

The helpdesk facility is available 24 / 7 / 365

Service level	Description of Service	Service Level Target
Service Availability (service window 24/7)	The service is available 24/7. A service level failure occurs when availability falls below the Service Level Target.	99.999%
Response for Incidents	The response time in which our service team will respond to your query by email or phone in relation to the Outage level. A Service Level Failure occurs when the elapsed time exceeds the Service Level Target.	L1 = 30 minutes L2 = 1 Hour L3 = 2 Hour
Response for Email	The response time from our service department between when you report an incident via email and when we contact you about that Incident. A Service Level Failure occurs when the elapsed time exceeds the Service Level Target.	120 minutes

Incident Severity Definition

Outage Level		Outage Description
L1	Critical	All conference services inoperable.
L2	Major	Basic meeting features available, enhanced features experiencing issues.
L3	Minor	Sporadic conference services inoperable, isolated to single location or single service.

6. Scheduling

The end user will be able to activate a Cloud Room 24/7/365 without any intervention from Support.

7. Helpdesk facility

The Support desk will be available for inbound support via telephone, Video and email. The Support desk will provide a three layer support system with response times defined by Involve's SLA.

The tiered structure will provide support as follows:

1. Tier 1 will provide support on general issues, high level fault resolution and administration around usage of the service. Any issues that are unable to be resolved at this stage will be escalated to tier 2.
2. Tier 2 will provide support on technical issues around usage of the service and supporting end-user IT functions. Any issues that are unable to be resolved at this stage will be escalated to tier 3.
3. Tier 3 will use Involve's technical staff and the support of manufacturer technical support to resolve any faults or outages.

8. Pricing

Pricing for all services is listed in the **Involve MEDIO Pricing** document.

9. Training

Full training can be provided to end users to ensure awareness of functionality and adoption of the service, remotely in live sessions where possible. An on-demand service is also available.

Users will be provided with a step by step user guide supporting the service.

10. Additional information

Further information or additional clarification can be obtained through contacting the sales team by email sales@involve.vc or 0845 805 345, alternately please visit www.involve.vc

Glossary

Cloud – The term Cloud is used to define any service that is purely based on the Internet and not locally to a customer's network

Dial Plan – A dial plan is pre-defined logical telephone numbering system to allow for simple dialling between video endpoints or users. Typically a dial plan is created using a Site location prefix similar to an area code and an extension number. This information is then stored in a phonebook and made available to each user

Endpoint – An endpoint is any device that can send and receive audio or video

IP –Internet Protocol. It is used to establish to carry the connection from one device to another. Each device has an address i.e. 1.2.3.4 and is unique to the network it is located on. Once the call is established the two or more devices start to talk to each other using their own language

IPSEC –Internet Protocol Security. This is generally used when connecting two private networks together allowing for a flow of data between the two networks across the internet but secured so only each other can see the data

PSTN –Public Services Telephone Network. This is our standard Telephone network carrying voice calls

SLA – Service Level Agreement. A Service Level Agreement defines how and when a customer will take delivery of their service. This is measured on a regular basis and made available to the customer

Cloud Room –A Cloud Room is a dedicated meeting space from Medio.Link. This provides an always on space for Video and Audio participants to dial in using a pre-defined dial plan. Each participant can use a Video Endpoint, PC Client, Web Browser or Telephone to join, communicate and share data

VPN – Virtual Private Network. A VPN is a way of extending a private network across the Internet. Each user will connect to a device on the outside of the private network and provide authentication to allow access to the private network

WebRTC - An open framework for the **web** that enables Real-Time Communications (**RTC**) capabilities in the browser.

H.323 provides standards for equipment, computers, and services for multimedia communication across packet based networks and specifies transmission protocols for real-time video, audio and data details. **H. 323** is widely used in IP based videoconferencing, Voice over Internet Protocol (VoIP) and Internet telephony.

SIP The Session Initiation Protocol (**SIP**) is a signalling protocol used for initiating, maintaining, and terminating real-time sessions that include voice, video and messaging applications.