

# Are managed services available?

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## Managed Services Webcasting

Ensure your next virtual event runs flawlessly by making use of our management expertise. Our experienced production management team can handle every element of your presentation including setup, presenter training, testing, player design, and on-site video capture.

### Included in every Managed webcast:

- Dedicated production management from start to finish
- Custom designed event player and registration page
- Event assistance for elements like Q&A, Surveys, Slides, and Registration
- Email reminder and confirmation design and distribution
- Presenter training, including a hands-on demonstration of our Live Studio
- Technical support via phone
- Security setup

At least one week notice is required for managed events. Events within 48 hours may incur an additional rush charge.

## Self-Service with Live Event “Assist” Services

We offer a hybrid service level in conjunction with our self-service product. Users will create their own event as per the features listed above, with the added benefit of having a Webcast production manager quality check content, assist with guest presenters and run the live broadcast.

### Key Features Include:

- Production Manager will join the event early for an audio check or video check quality

- Review the event link, register and login for potential viewer issues
- Check scheduled start time on event link for accuracy. If not accurate, advise client to change.
- Confirm with client what content is being used (Ex. PowerPoint, Overlay Videos, Surveys, etc.)
- Review with client how to deliver content (Ex. PowerPoint, Overlay Videos, Surveys, etc.)
- Help connect audio to the webcast including conferencing the end user's bridge into the webcast
- Explain the audio connection process and be the person in-charge of starting if the client agrees
- Welcome participants and introduce speakers
- Monitor Q&A for tech questions and escalate if necessary

At least 48 hours' notice is required for managed events. Events within 48 hours may incur an additional rush charge.

To schedule managed services for an upcoming event, please contact Support or your sales representative.

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Revision #2

Created 9 May 2022 19:00:55

Updated 10 May 2022 14:51:07