

SITA CONFERENCE SERVICES

Simplify collaboration with cost-effective, flexible and easy-to-use communication tools

The pressure to save costs and time, coupled with business reactivity or environment preservation issues, mean that international companies increasingly rely on audio conferencing tools to bring people together at 'virtual' meetings, as well as share documents or host events across time zones and in dispersed locations.

ISSUES

Higher costs

- Customers have different conferencing providers in different geographical regions and do not receive volume discount from these providers.
- Employees make international calls in order to access audio conferencing services because no local number is provided.

Complexity and poor user experience

- Different providers in each region means managing multiple contracts, and also means lack of visibility/control.
- Lack of quality support for end users, due to the overall complexity and heterogeneity of the service

Lack of mobile integration

- Increasing integration of tablets and smartphones with business applications requires new solutions and levels of support.

SOLUTION

The SITA Conferencing Services service allows dispersed users in your organization to communicate with anyone, anywhere, at any time – without the necessity to travel/meet face to face.

With our flexible solution you can budget and save toll costs and significantly reduce travel and other costs associated with face-to-face meetings.

Co-workers can easily set up conference call sessions on their own, or they can get help with booking and conducting larger events that require bringing together dispersed audiences in order to share information.

SITA will manage all your audio and web-conferencing needs as a single point of contact (one contract, one invoice) and provide you with the reporting tools to manage your usage of the service.

BENEFITS

- Lower toll fees and the potential to save even more by using our IPVPN on-net calling feature, which is available in 106 countries
- Reduced travel costs, as teams can collaborate in real time from their offices
- Do-it-yourself set-up for routine conferencing
- Full service and assistance for larger conferencing event requirements
- Flexible billing based on usage.
- One contract with SITA (local billing if required)
- Designed to fit with the SITA portfolio for integration with mobility, connectivity and AT cloud solutions.

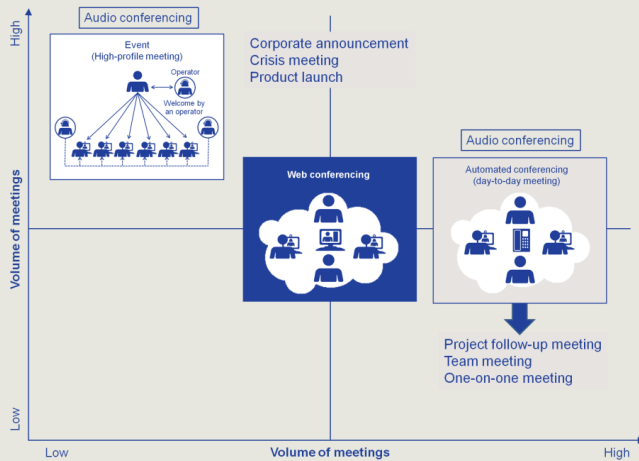
60

countries with local access

106

countries with on-net access for additional savings

HOW DOES IT WORK?



SITA Conferencing Services usage profile

SOLUTION COMPONENTS

1. Audio Conferencing

- On-demand, highly scalable services – up to 75 people per call, unlimited number of simultaneous calls
- Call using local or toll-free number in 60+ countries and on-net calling in 106 countries
- Operator assistance 24/7/365, Outlook integration
- Event conferencing for larger meetings (up to 2,500 people)

2. Web Conferencing

- Best-in-class web conferencing service with Cisco WebEx
- Simultaneous use of audio and web conferencing streams

3. Customer support

- SLA for assistance (calls answered in <20 seconds)
- Welcome information packs, unlimited user training, qualified operators

CASE STUDY

By implementing our audio and web conferencing solution, customers are able to reduce non-essential spending because co-workers are able to dial into audio conferences using international or mobile numbers.

By using the SITA-provided local numbers and toll-free numbers companies can reduce international call costs by 15 to 20 percent.

As Bring Your Own Device (BYOD) continues to gain popularity in the workforce, SITA know-how delivers smooth integration of laptops, tablets and smartphones, thus ensuring a seamless user experience across all platforms.

For more information please contact us at info@sita.aero