



# **Business Continuity** – addressing our clients remote working needs

Solutions Pack

# Helping our clients respond and operate in the new paradigm

We are helping clients respond to uncertainty and disruption around the world

1. Ensure employee activity continues

**Rapidly** enable **secure remote workplace**

We can help you to connect your workforce in a seamless and secure way, regardless of their location or device.

2. Maintain conferences, events & webinars

**Quickly** switch your planned events to **digital events**

We can deploy virtual event environments that can be adopted very quickly for hosting large team and customer events as opposed to bringing people together in the office or conference environment.

3. Retain customer service delivery

**Transition to virtual and home working** with **remote CX agents**

We can support your mission critical customer service delivery, whilst helping you to transition in work from home contact center capabilities.



## 2. Digital Events

Complete, intelligent event solutions to power human connection and business outcomes in a video-first world

# How we can help our clients

## Digital events

Quickly switch your planned events from on-site to virtual

### What are we hearing from clients?

- How can I deliver large-scale internal communications to all of my employees?
- How can I shift face-to-face events to virtual events?
- How do I create interactive in-person multi-day meeting sessions using a virtual event?
- How can I manage the network impact of a large-scale internal video streaming event to all of my employees?
- How do I get started with empowering my team with the tools and training we need to run our own internal events?

### What do I ask?

- What is your strategy for large-scale employee communications?
- How are you planning to support in-person events or meetings if they can't occur?
- How are you communicating company-wide with your employees about emergency preparedness?
- What is your digital communication strategy in light of travel restrictions? (
- What internal resources does your company require if you have to manage these events without partner support?
- Have you evaluated the impact that an all-employee live stream will have on your network? (IT)

### Where do I start?

- Speak to your Intelligent Workplace leader in region with questions for **Digital Events**.
- We ensure your success by working with you to design event experiences to achieve your objectives.
- We provide the technologies, services and support to fully manage your event so all that you have to focus on is the message.
- We collaborate with clients on the journey to self-servicing, offering our expertise and empowering the clients' team to own the areas they choose.

# Digital Events

Fully Managed & Self-Service Digital Events powered by leading edge technology



## Webinar | Webcast

Small & Large Broadcast meetings



## Managed Interactive Video Meetings

Managed multi-way interactive meetings



## Virtual Event Environments

Complex, hybrid (in-person & online) virtual events & portals



## Audio Events

White-glove managed, large conference calls



## Enabled for Teams Live Events

Managed Event Service on the Microsoft platform

## Video is the Future: 82%

of all internet traffic will be video by 2021 & 13% will be live video.\*\*



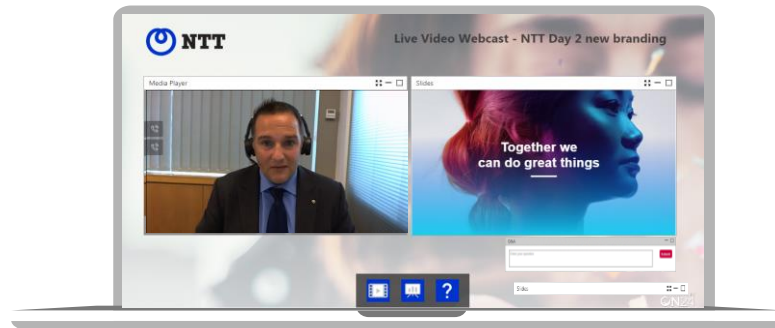
Marketing



Corporate  
Communications

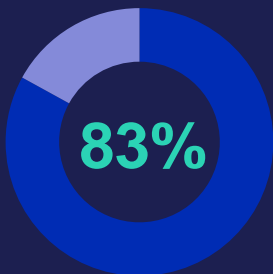


Training



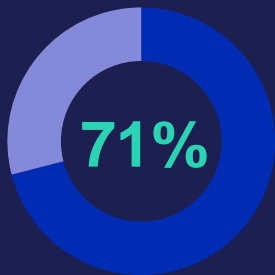
# Video Communication & Collaboration

## Improves Marketing Communications



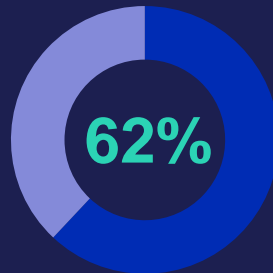
83% agree "Expanded use of streaming video enhances an organization's ability to communicate with external audiences"

## Builds Competitive Advantage



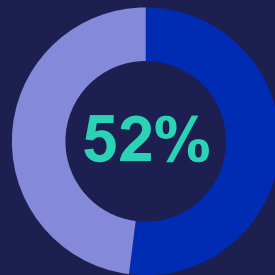
Among those watching business online video daily, 71% strongly agree that "organizations are at a competitive disadvantage if they do not give employees the technologies needed to use video in the workplace."

## Video is Engaging



62% who have used live video strongly agree that live streaming, when used with a presentation, "enhances viewer engagement"

## Millennial Workers' Video Confidence



52% of Millennials say they "strongly agree" that they have the capability for creating video good enough to share with co-workers.



We offer the expertise and flexibility to deliver complex activities using superior broadcast platforms

## Service

Experienced and professional, digital engagement teams



## Technology Agnostic

Superior video-based platforms

BlueJeans

Cisco  
webex

ON24



Microsoft Teams



Kollective

Intrado

# End to End Service for Each Event

## Consultancy & Planning

### Plan & Project Manage

- Provide consultancy, based on your objectives
- Recommend format & platform – with full utilisation of features to meet objectives
- Evaluate bandwidth requirements & advise accordingly
- Source venues, manage logistics, video production, network & technical requirements)
- Plan & provision webcast – layout, languages, registration, branding, customised templates
- Select & brief translators, if second languages & required

## Rehearse, Capture & Broadcast

### Event & AV Management

- Brief, train & rehearse presenters
- Deliver dry run / rehearsal
- Upload & test content (videos, slides, polls etc)
- Test connections
- Manage event, on or off-site
- Manage AV crews
- Facilitate webcast & push content, polls & surveys
- Moderate Q&A
- Provide Live assistance for attendees

## Edit, Archive, Report & Review

### Platform & Bandwidth

- Edit video for on demand use
- Post to on demand platform
- Event reporting\* with event analytics & attendee information:
  - Profile
  - Connection times
  - Questions asked
  - Poll answers
  - Content downloaded
- Facilitate event de-brief call
- Provide recommendations for future event



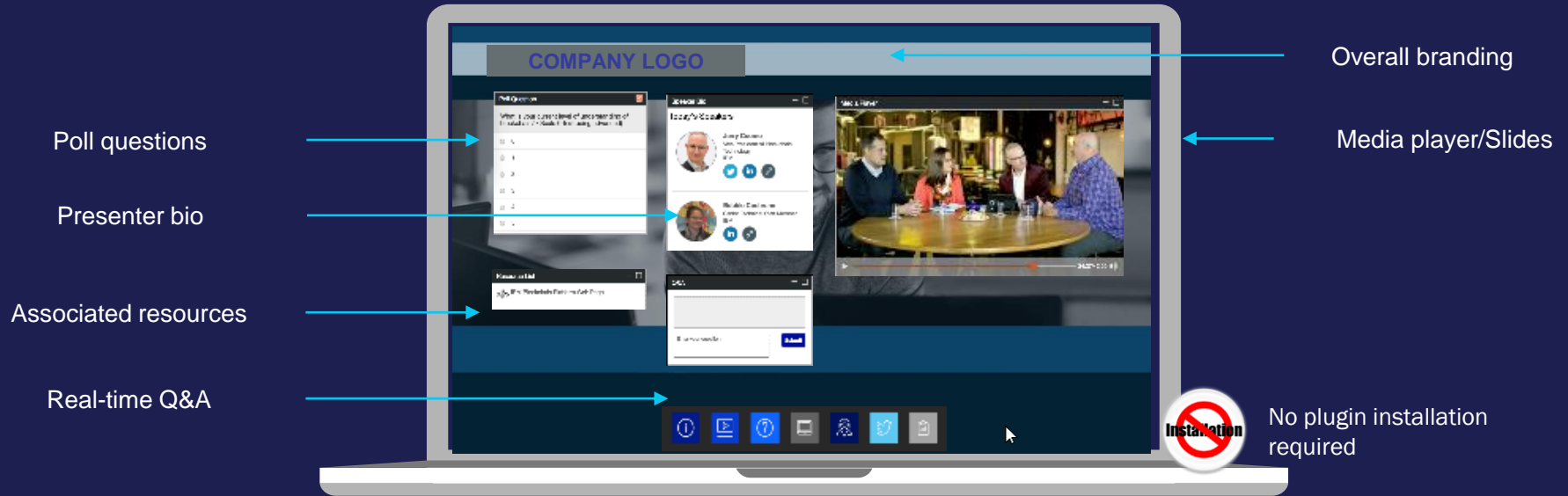
\*Information available dependent on platform used.

An aerial photograph of a complex multi-level highway interchange at dusk. The sky is a mix of purple, pink, and blue. The highway is filled with cars, their headlights and taillights creating streaks of light. In the background, a city skyline is visible with numerous lights. The text "Digital Events Solutions" is overlaid in the center of the image in a white, bold, sans-serif font.

# Digital Events Solutions

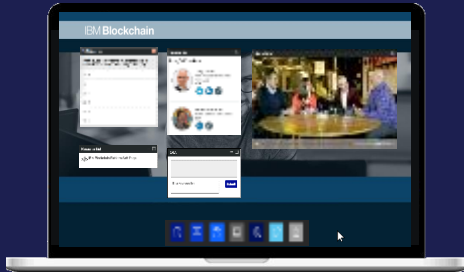
# 1. NTT Webcast Platform

Designed for large one-way broadcast meeting



# NTT Webcast Platform

## Features & Benefits



Capture valuable touchpoints that attendees have within a presentation to gain valuable insight into areas of interest



Livestream events available as On-Demand for 12 month period to ensure users have continued access



Connect stakeholders across different geographies and languages



Deliver webinars in multiple time zones with recorded presentations & live Q&A



Track & measure performance



Brand your webinars with logos, colors & images



Platforms designed to scale –1,000 attendees or more

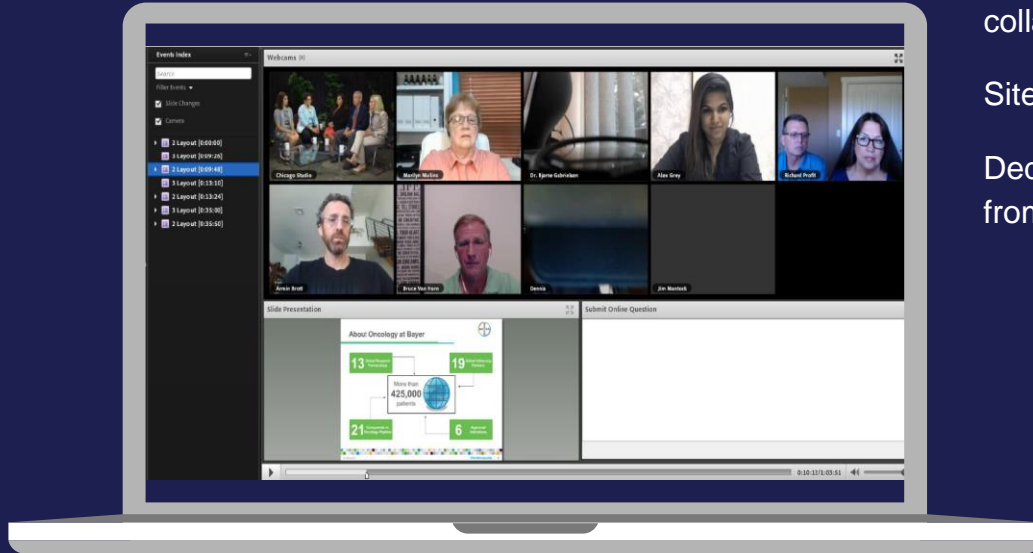


Robust interactive tools (polling, chat , Q&A) to engage your audience and gather insights



Integration with CRM & marketing automation platforms eg: Eloqua, Veeva, Salesforce and Marketo

## 2. Managed Interactive Video Meetings

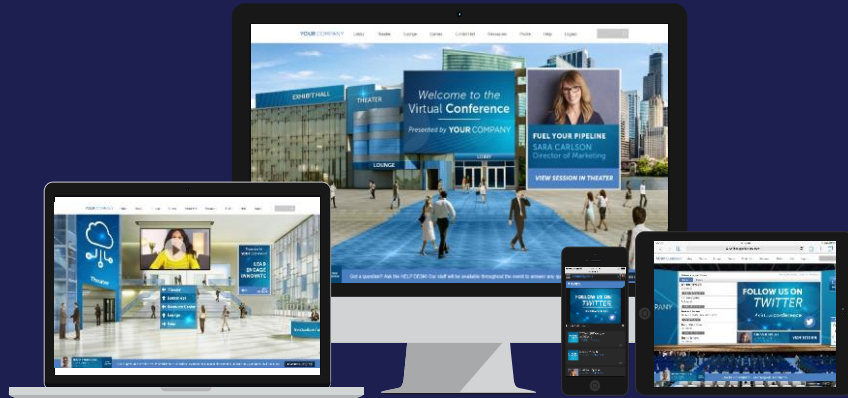


“Two-way” video/audio communication to facilitate collaboration & communication

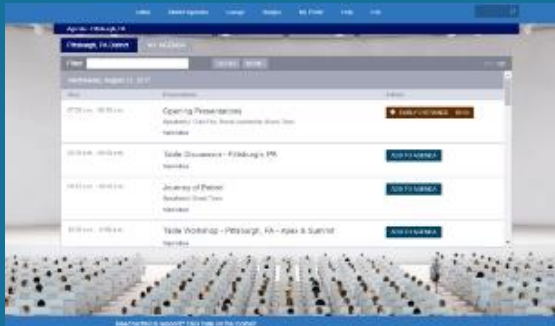
Site connection testing and connecting speaker sites

Dedicated monitoring & assistance by NTT producer from pre connection to full event duration

# 3. Immersive Online Event Experiences



Immersive online event experience with lobby, main auditorium, theatres with webcast presentation tracks, booth spaces, gamification and other engagement features



Personalized agendas  
Live and on-demand sessions  
Keynotes  
Collaborative video meetings  
1-2-1 breakout sessions  
Gaming & group chat  
Tracking & analytics



# Who can help?

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