zoom

Zoom Rooms Professional Services

OVERVIEW

Implementing the right Zoom Room solution is critical to your success. Our Professional Services team (PSO) is here to help you get there with the right design and a cost-effective implementation strategy. Collaborating with you helps us understand your needs so we can design and deliver the most practical solutions. Our team brings years of technical expertise, extensive field experience, and our proven methodologies to help you save time and money on your Zoom initiatives.

Our plans give you flexibility for as much hands-on assistance as you require. We are here to help you navigate every step of the process from design, and project management, to deployment and installation.

- Architecture & Design

- Room Equipment List

- Schematics & Elevations

- Project Management

- Site Readiness

- Zoom Certified Installation

- Provisioning & Configuration

- Testing

- Hypercare: 10 Days of post Go-live Support

Zoom Rooms – Professional Services

Assessment & Design

Professional Services will conduct a needs assessment of your current conference room implementation which can be done remotely or on-site. We assess the system architecture, and hardware requirements. Once completed, we present design with schematics and elevations along with a implementation plan.

Guided Deployment

Our Technical Project Managers work along side your technical resources throughout the entire project providing implementation best practices, for hardware selection, system configuration, testing, and go-live support.

Full Deployment

Full Deployment provides the benefit of Professional Services design, manage and implement the entire project with Zoom's expert team of Solution Architects, Project Managers and Project Engineers

On Site Guided Deployment

Our Technical Engineers can guide you on-site while you deploy your Zoom Rooms that have been designed by our Professional Services team to provide installation best practices, system configuration, and support your go-live activities.

Premier Managed Services

Zoom Premier Managed Services provides remote monitoring, 24/7 Service Desk, and Technical Engineers as a single point of contact to proactively monitor and maintain your systems. The team will address all questions and problems, taking full ownership from the moment it reaches us until it is resolved. Our Technical Engineers ensure Zoom Rooms readiness each day, assist when needed to troubleshoot, replace equipment, and provide monthly system health reports. Our packages outlined below are designed to meet every business need.

Technical Engineer – Badged On-site Services

Technical Engineers can be contracted to be on-site to be the focal point for your Zoom Room solution. They act as an escalation point for Zoom Room issues, questions and tickets. They also perform troubleshooting and provide proactive monitoring.

Professional Services Overview – Zoom Room

	Assessment & Design	Guided Deployment	Full Deployment
Needs Assessment	✓	✓	✓
Room Design & Equipment	✓	✓	✓
Schematics & Elevations	✓	✓	✓
Project Planning		✓	✓
Site Readiness Validation		✓	✓
Implementation & Guidance		✓	✓
Technical Engineer On-site		✓	✓
Zoom Certified Installation			✓
Provision & Configuration			✓
Go-Live Support			✓
Final Documentation			✓

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Thank you for your interest in Zoom Room Professional Services

For more information:

Email GS-Sales@zoom.us
Visit zoom.us/en/global-services