



# Professional Services

## Visual Communications by SCC

**Key to the most appropriate, cost-effective Visual Communications solution is quality decisions, made at the right time.**

SCC's team of technology professionals will work with you to guide and design a technical solution that suits your needs. Following a design philosophy of efficiency in cost and design, robust operation and best of breed manufacturer selection, you can be sure an SCC designed solution will deliver your goals reliably and for the right cost.

Our Visual Communications professional services include:

- Consultancy & Design
- Project management
- Installation
- Programming
- Commissioning
- User Adoption & Training
- On-site Resource

### Consultancy & Design

Understanding current and future technology is vital to ensure SCC can offer you a solution that delivers now, and provides capability in the future.

Our team of solution architects follow an ongoing program of manufacturer and technology training to ensure we lead the market in current and future technical and product knowledge.

We will ensure that cost and performance is optimised against initial targets set, while providing all of the information you require throughout the process to endorse quality decisions.

### Project Management

Project Management is essential to the success of the design, build and installation of quality Visual Communications solutions.

Following a Prince2 delivery methodology, our Project Management team manage every aspect of the project to ensure delivery against your agreed timescale, budget and performance criteria.

### Installation

Working closely in collaboration with you and maintaining a flexible approach to the installation of your Visual Communications solution, we deliver complete satisfaction first time.

Installation quality is essential to ensure that the reliability our architects build into every solution is realised. Our national team of Visual Communication engineers are highly trained in technology and best practice installation methodology so you can be sure the finished solution will not only look great, it will work reliably for years to come.

We understand the importance of getting those finishing touches right and won't leave you with a clean-up job to do. We'll ensure that wires, packaging, waste, and other materials from the installation are cleared.

## Programming

Our program engineers understand the importance of a friendly interface and integrate all Visual Communications equipment onto an easy-to-use touch control system.

A well designed custom control solution reinforces your business brand by using corporate colours, fonts and logos, to present the end user with a friendly, intuitive interface. It quietly and automatically takes care of all of the technical elements of a fully integrated design, such as source control, switching and routing, display control, audio control, lighting and heating.

SCC offers an in-house team of skilled program developers, trained and experienced in developing custom control solutions that inspire confidence in non-technical users. With a minimal touch design philosophy our custom control solutions encourage users to concentrate on the business, not the technology.

Our programmers work with you to ensure the finished system is tailored to fully meet their requirements and specifications.

## Commissioning

Commissioning is more than the approval of systems at the end of a project.

Full and proper commissioning is an essential practise to ensure your solution is delivering its maximum potential. It can be the difference between a disappointing solution experience and a great solution experience.

Our commissioning team follows an ongoing program of deep technical training and certification to ensure the technology you choose is used to the best of its potential.

We will ensure that the installation and configuration of your system is optimised before releasing to end users by approving the installation standard, testing each and every function, completing final onsite software configurations and ensuring that any information required for handover into ongoing support is captured and provided to the project manager for distribution.

## User Adoption & Training

Done right, Visual Communications is a powerful tool – user adoption is key to the success of your investment.

We understand change can be difficult to drive. We not only provide specific technology, but innovation, transformation and a cultural shift towards a new way of delivering, and interacting with, information.

Our dedicated team of Visual Communications trainers will work with you to develop and deliver full user adoption strategies providing workshops, content and ongoing training to make the most out of your exciting new solution.

## On-site Resource

Our Visual Communications On-Site Resource team oversees AV equipment at your location, responding to Help Desk tickets, providing training and acting as an overall dedicated support specialist to ensure you get the most out of your solution.

On-Site Resource provides the ability to analyse situations, make informed decisions and solve problems under pressure.

Our team works with a high degree of accuracy and detail, and learns your business in order to build and maintain positive working relationships with you and our technology vendor partners.

## About SCC

We enable people to do business by planning, supplying, integrating and managing their IT. We make IT work through partnership, knowledge and passion: trusted to run IT infrastructure and services for leading business across Europe for 40 years.



Europe's biggest independent IT services business



Top 3 UK Data Centre & Cloud Services provider



Profitable growth since 1975



SCC revenues: £1.55bn



5,000+ employees across Europe



Supporting more than 5 million users



Leading strategic partner to all major technology vendors



Managed Services Provider of the Year 2015