

services overview



Services Overview

ITSL Group are a specialist audio visual company located in London and have been in business for over 10 years. We focus on key technologies and do our utmost every day to be the best in our field.

We provide reliable, high quality audio visual solutions to a range of companies and organisations. We strive to deliver the best possible solutions utilising the latest technologies from trusted suppliers, we aim to do this within budget and to the highest possible standard.

Our passion is to provide clients with the tools they need to deliver the perfect presentation, host a global video conference or deliver a speech to 500 students.

Whatever the project, whoever the client, the solution will be delivered beyond expectation.

www.itslgroup.com

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“ The latest technology delivered with engineering excellence... At ITSL Group we aim to provide our clients with seamless end to end solutions!”

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ABOUT US

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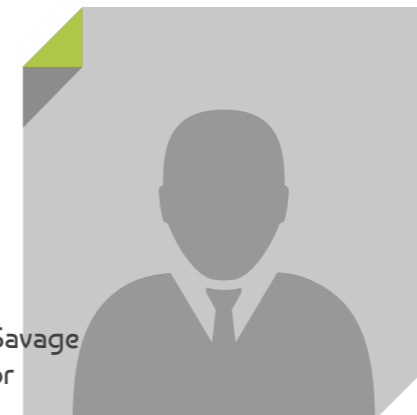
ITSL Group relies on its team.

With more than 1500 successful projects and more than 700 loyal clients we are proud of what we continue to achieve.

ITSL work in a varied range of verticals and sectors such as Manufacturing, Hospitality, Education, Technology, Finance and Government

Our passion is to provide clients with the tools they need to succeed.

David Savage
Director



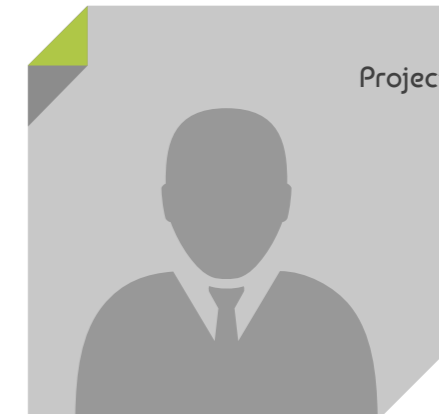
Robert Wilkinson
Sales Director



Snezhana Plachkova
Marketing Director



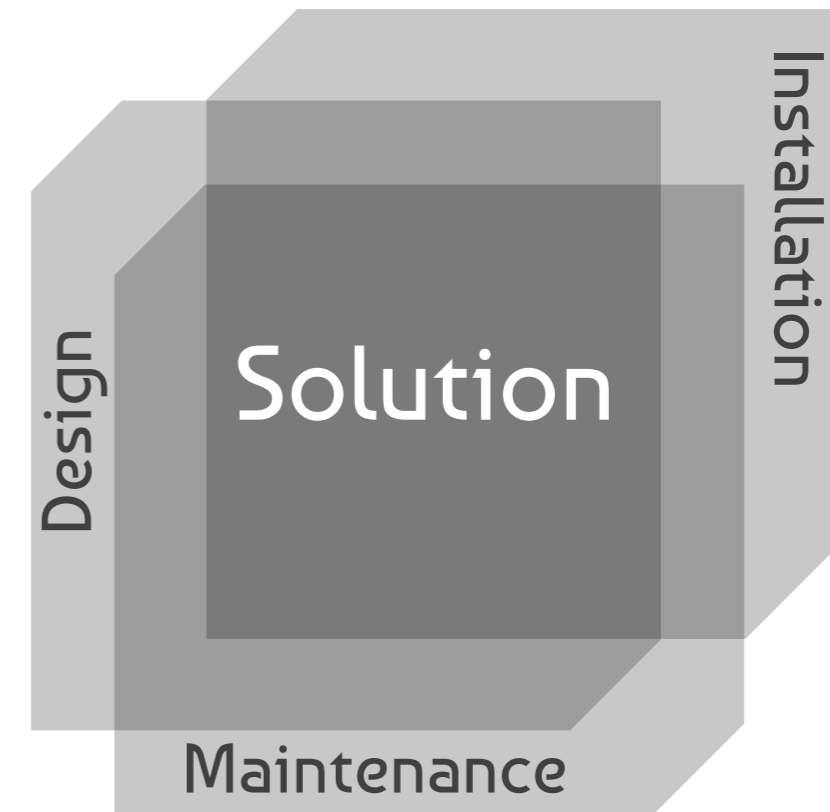
Neil Gill
Project Manager



AUDIO VISUAL SOLUTIONS



ITSL Group specialise in designing, installing and maintaining integrated audio visual systems.



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MEETING ROOMS & BOARD ROOMS



Designing a meeting room environment is always led by the physical space, client's usage, and technology requirements.

A meeting room can be used for an informal chat one day and for a prospective client presentation the next - modern meeting rooms need to be everything to everyone.

We work with our clients and design the space to include all their requirements whilst still retaining the overall look and feel of the meeting room. This can include specifying new LED technology displays, recessed projector screens, projectors and discreet audio systems.

All these systems can either be operated manually or by using Crestron or AMX control systems that integrate all AV as well as lighting and HVAC controls.

TRAINING & CLASSROOMS



Training environments are centred on the experience of the students, whether this is a class of 10 or 100 you need to ensure the experience is totally engaging.

This of course has everything to do with the teacher, however ensuring that the presentations is easy to start and the system works smoothly is a key part of the experience for all sides.

ITSL Group provide a wide range of options, including touch panels, video & audio switchers, lighting control and full room AV control.

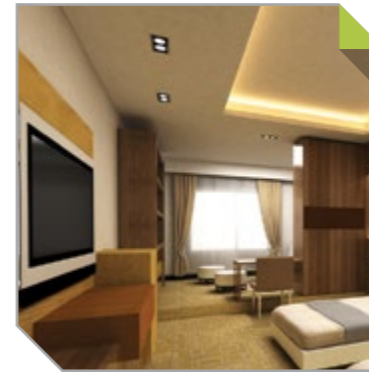
DIGITAL SIGNAGE



Receptions, hotels, restaurants, schools, universities and hospitals - almost everywhere you find yourself today there is digital signage in some form.

Digital signage needs to be engaging to capture your attention and this is not going to happen with last month's news bulletins or last week's menu!

We have dedicated in-house graphic designers, system architects and the right manufacturers to assist you all the way in your digital signage implementation. From the initial design concept to the final display we have the experience and know how to ensure the best results.



HOTELS & LEISURE

A comfortable and welcoming environment is key to guest satisfaction. Most guests are used to a clear HD picture quality at home and have a reasonable expectation to get the same when staying away or during a conference.

Working in conjunction with your designers, or our own design team we can create an installation solution for any room and any specification. Our systems can be modular or fully integrated in design, these can follow a standard footprint or bespoke to a particular suite with added features such as lighting and HVAC control.

ITSL can provide telephony, TV and internet services, all down the same cable. Installed to a superior standard with award winning service - ITSL define the standard in installation, experience and quality.



BAR & CLUB AUDIO

Define your club and stand out from the crowd with just the right Sound, Light and Effects

ITSL have great experience in club and bar installations, being able to plan and install the system that's just right for your need and budget.

Whether you are in search of a subtle background atmosphere in your bar or thumping audio, ITSL will deliver exactly what you need.

Not able to buy the equipment outright? Just ask us about our competitive leasing options.

CHURCHES & PLACES OF WORSHIP



ITSL place great importance on the ease of use for all church systems and as such we bring some of the best technology from the world business to places of worship.

ITSL are experienced at working in listed buildings as part of a retrofit and as part of refurbishment and are familiar with the challenges each bring. Be assured that all cabling will be well hidden and excellent decorative order restored once works are complete.

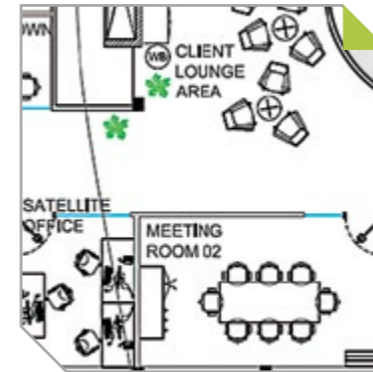
ITSL are familiar with the processes involved in gaining permission for some works and produce detailed computer generated plans to be present to the relevant authorities for permissions or a faculty.

CONFERENCE & AUDITORIUM



The requirements for conference rooms and auditoria are similar in some aspects but vastly different in others. They both require the same level of control and equipment levels but conference rooms usually have the added functionality of being arranged in multiple layouts for different events.

At ITSL we have designed and installed a number of solutions for both environments and can produce the perfect system for your requirements whether this includes audio zoning, multiple displays, multiple projectors, multiple lectern or speaker positions and of course a control system to help you cope!



TOTAL SOLUTIONS

We provide specialist AV services for every aspect of building requirements from the ground floor to the roof.

Our services are inclusive of the initial designs, installation and ongoing maintenance.

- **Reception Digital Signage**
- **Meeting Room Display & Audio**
- **Video Conferencing Suites**
- **Lighting & Environmental Controls**
- **Room Booking and Management Systems**
- **Integrated Boardroom Systems**
- **Breakout Area TV/SAT Distribution**
- **Training Centres**
- **Auditorium & Conference Rooms**
- **Service and Maintenance**

From desktop and meeting room systems through to infrastructure and enterprise, ITSL Group have the right solution for your organisation.



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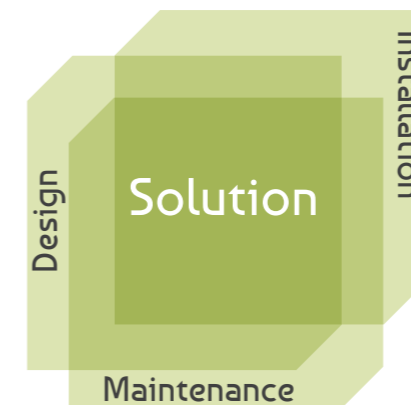
VIDEO CONFERENCEING



Video conferencing has never been so relevant for businesses and global organisations. There are so many positives for embracing HD video conferencing and with the huge reduction in the cost of video as a whole there has never been a better time to get started.

Immersive HD video conferencing has never been more accessible or affordable. With video as a service from ITSL there are no upfront costs either.

We provide video solutions to many market sectors including Corporate, Education, Medical and Public Authority. These solutions are a selection of VC room systems and cloud services from HD Video Cloud.



VIDEO CONFERENCING EQUIPMENT



ITSL Group are accredited suppliers, system designers and installers for LifeSize, Polycom and Cisco. We are LifeSize Professional Partners, Polycom Certified Video Installers and Cisco Authorised Technology Partners.

We provide a complete range of video products and accessories including desktop video, small meeting room systems, board room systems and the highest standard telepresence suites. We are able to provide these products as part of our installation service or preconfigured and delivered to your specified offices anywhere in the world.

SYSTEM DESIGN AND INTEGRATION



ITSL Group provide a seamless design and integration service for HD video conferencing equipment by our in house LifeSize and Polycom qualified engineers; this includes the full range of codecs, infrastructure and system related products. Our engineers are able to install to your exact specification or as part of an integrated system whether into a meeting room environment, lecture theatre, training centre or even onto a portable VC stand – ITSL have the know-how.

We are professional partners with the world's leading control manufacturers including Crestron and AMX.

We take pride in providing integrated solutions to control your video conferencing systems, displays and audio. Installing a new system could not be easier; we are here to assist in all aspects of your video conferencing requirements.

INSTALLATION SERVICES



ITSL ensure that any installation work; no matter how simple, is treated with the same level of detail and care as any other. ITSL Group will provide advice on specifying the correct products to suit the requirement along with site surveys and onsite meetings to guarantee that any video conferencing equipment we install will surpass your expectations.

We provide a wide range of services from a simple system setup to a multi-site or multi-region endpoint and infrastructure deployment and configuration.

For examples of our work please visit our web site
www.itslgroup.com



COMPLETE SOLUTIONS

We provide a tailored video conferencing suite design and installation service, this service encompasses everything required for a dedicated video conferencing environment.

We consider every aspect of the design from the aesthetic to the functional ensuring you have a space that surpasses your expectations.

- **Lighting & Control**
- **LCD Displays & Projectors**
- **Microphones & Audio Reproduction**
- **Ceiling & Wall Finishes**
- **Carpeting & Sound Insulation**
- **Furniture & Joinery**

“ Fast and effective support and maintenance is key for any client - vendor relationship... ”

HOSTED SERVICES

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ITSL provide a variety of hosted services centred around video communications.

The cloud approach to video infrastructure is by far the easiest to implement for any organisation with a low cost of entry and the ability to easily scale up or down. It is a perfect fit for the way we do business today.

All cloud products from ITSL are fully supported by email and phone as well as having a 99.9% uptime guarantee.

Don't maintain infrastructure - concentrate on business.



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Professional video to desk or on the move

1. GET PROFESSIONAL VIDEO TO THE WORKFORCE

By distributing professional video solutions to your workforce you can revolutionise the way business is conducted. Employees are able to communicate with video between regional offices, across great distances and crucially into boardrooms or meeting rooms where professional video is installed. A three way multi way call facility is included as standard, powered by cloud meeting.

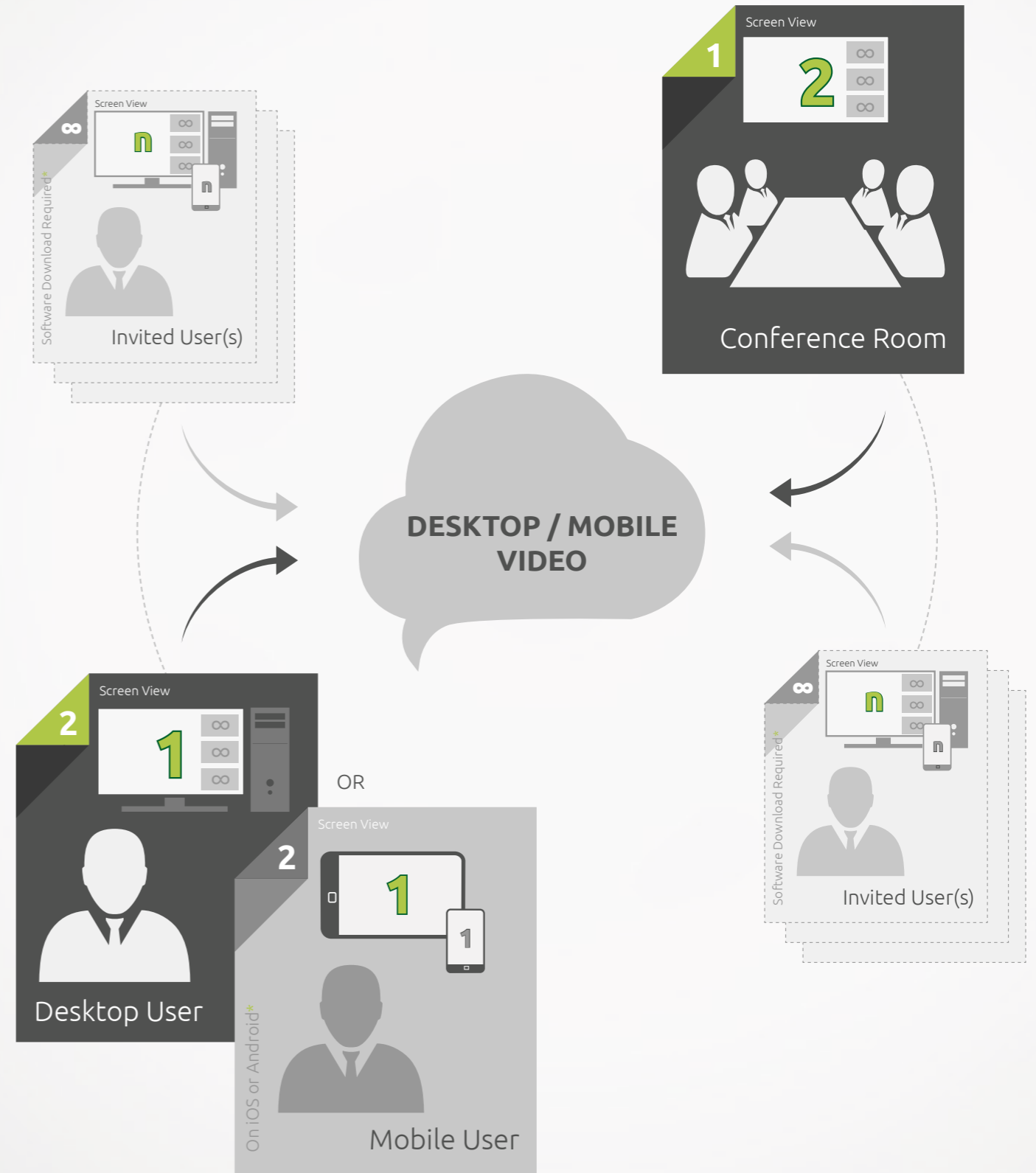
2. SHARE CONTENT. COLLABORATE

With advanced desktop sharing, instant collaboration is now a reality. Incorporating an instant messaging feature, teams can now chat in real time and exchange ideas on the fly. The workforce can share content with colleagues at their desks or on the move and incorporate teams in meeting rooms using professional video systems.

3. GUEST INVITATION

With an easy invitation feature you are now able to invite anybody to talk to you with a simple emailed link. No need to be their friend or contact, share a high quality video call and share desktop content too.

Why not conference in the boardroom or a colleague also?





Any Device, Anywhere

Cloud Meeting from HD Video Cloud and ITSL is a professional meeting place for professional video systems.

Bring multiple offices and devices into the meeting cloud and eliminate the need for onsite hardware, IT support and complicated setup. Make existing point to point hardware work for you and breathe new life into tired video systems.

1. MEET

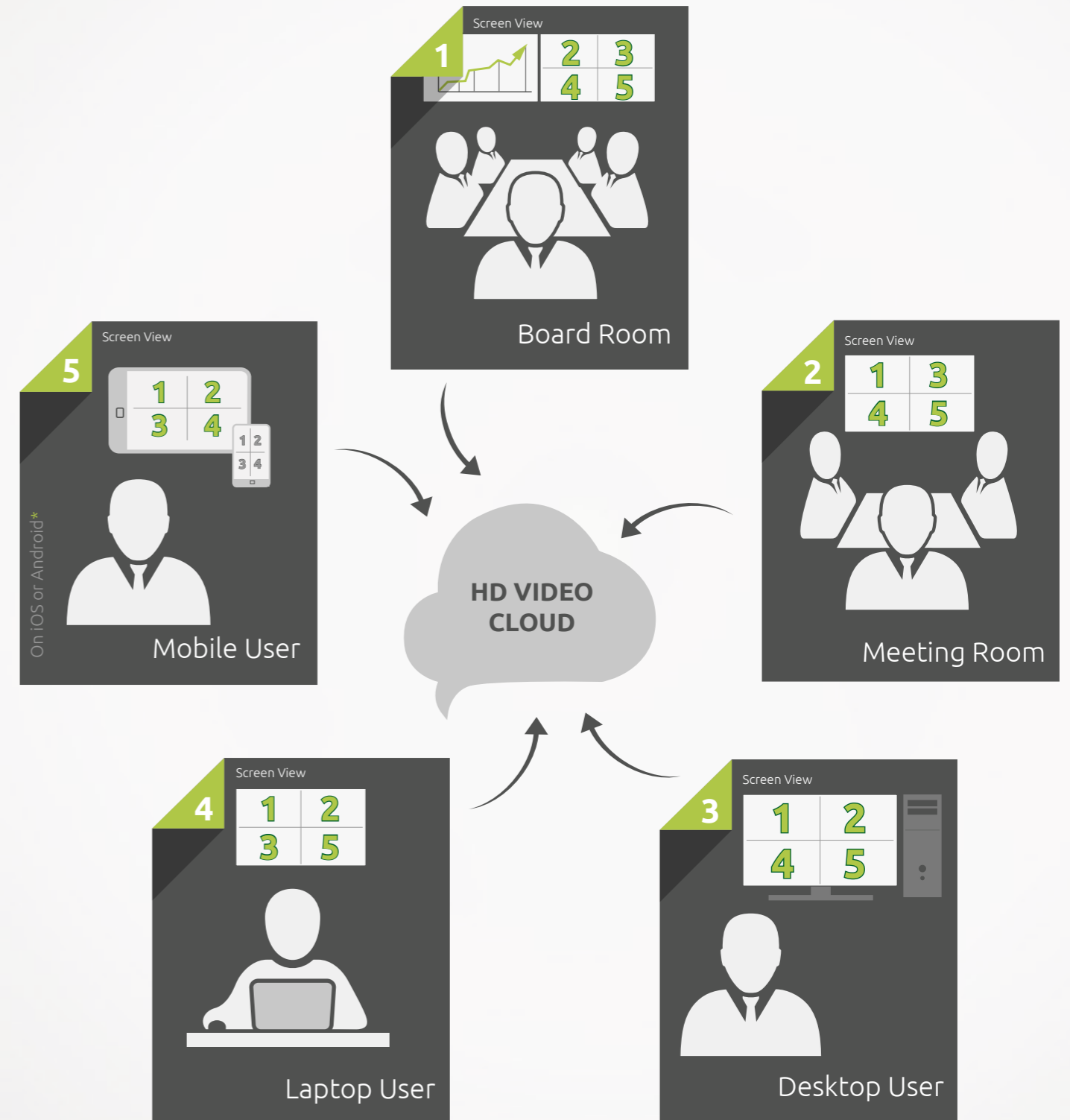
Bring your regional offices and home workers all into the same meeting regardless of geographic location. Participate from a video conference room, your desktop, tablet or other mobile device. See all sites at the same time or choose your favourite view.

2. COLLABORATE

Share your desktop content for PowerPoint, spreadsheets, documents and more. See the people you are presenting to and engage with them just like in a physical meeting.

3. SUCCEED

Over 90% of communication is visual - purvey your message or presentation to your team or to your customers. See the message hit home. Make an impact.





Compliance and training

1. RECORD CALLS*

Record calls to the cloud. Review them online or download them as a file. View previous recordings in high definition and change the layout on the fly - have one participant full screen or see the presentation full screen with video participants as picture in picture.

2. RECORD PRESENTATIONS OR TRAINING VIDEOS*

Record a piece to camera and it will be immediately available to view online. Record a presentation to camera for your team, some training or an induction for new staff.

Issue a username to individuals and monitor who has watched a video and identify if they watched all of it.

3. ENFORCE RECORDING FOR COMPLIANCE*

Record all calls by default for audit or compliance purposes. If you are regulated by the FCA this could be a must.

* Requires LifeSize equipment





One event, many viewers

1. BROADCAST TO HUNDREDS AND THOUSANDS

Live stream your event or presentation to hundreds, even thousands of users at the same time. Create a webcast from your boardroom or broadcast a company event from anywhere in the world.

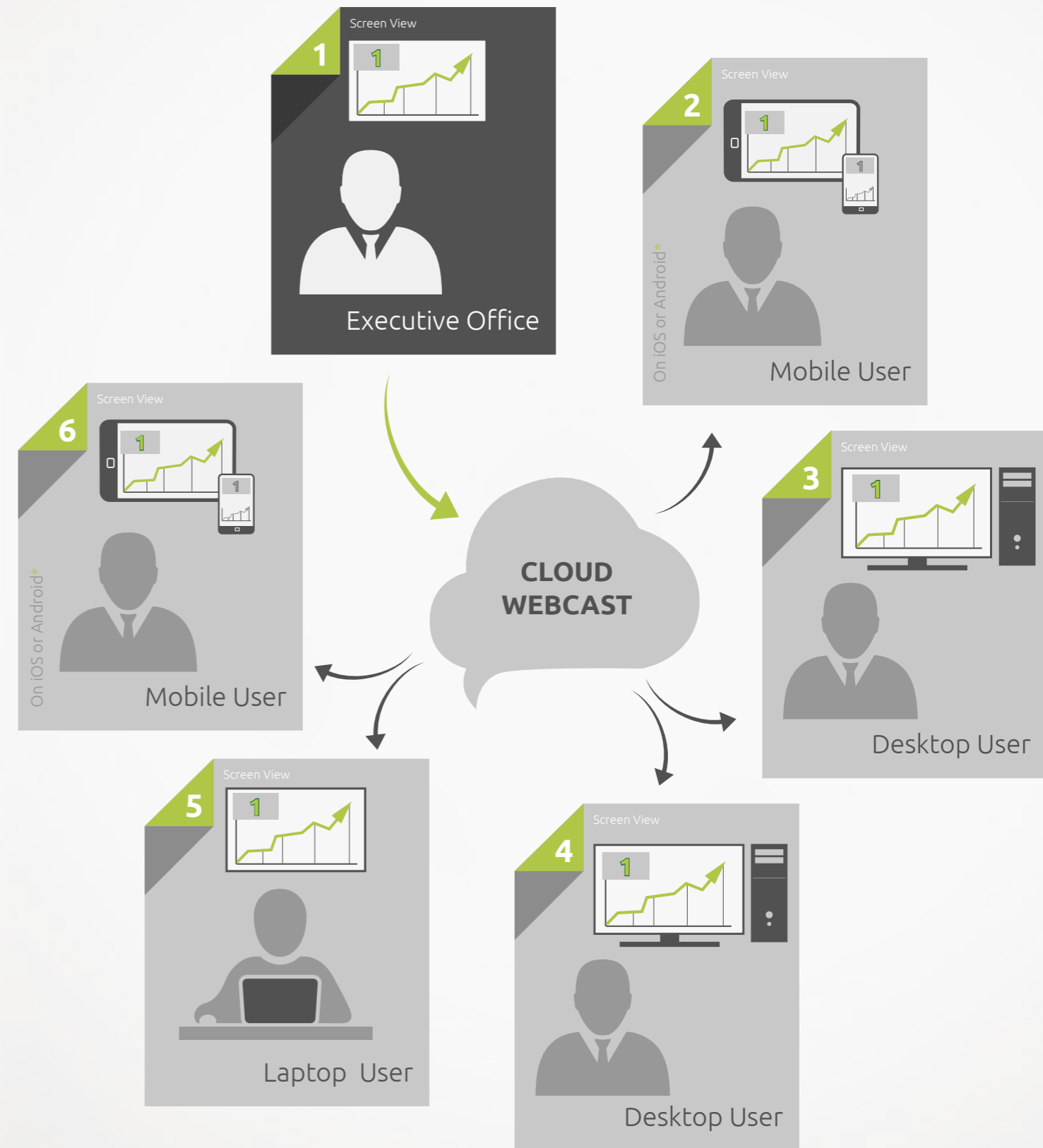
Being a managed service, ITSL will setup and monitor your webcast for quality ensuring your presentation or event is enjoyed faultlessly.

2. MOBILE DEVICE STREAMING

Unlike other providers the cloud webcast service streams to mobile devices with a dedicated optimised mobile video feed.

3. INSTALLATION & EVENT SERVICES

Let ITSL engineers, camera operators and show producers run your event webcast for a totally worry free on-site service. Concentrate on the message and the show - let us worry about technical delivery.



SUPPORT & MAINTENANCE

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ITSL Group provide one of the UK's best specialist AV and video conferencing maintenance and support services.

Through our team of mobile service engineers and UK helpdesk staff we provide maintenance services to a large number of leading UK and European companies and organisations.

A key requirement which requested ever increasingly is the ability to provide managed services to both new and existing client installations.

We supply dedicated onsite contracted engineers to act as fixed term contractors offering full and part time internal AV support and maintenance.



“ ITSL are obsessed by service. In an ideal world everything runs perfectly but when it doesnt we want a partner that understands how important these systems are to us and fixes quickly... ”

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ON-SITE MAINTENANCE



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- **Bespoke support packages**
- **On-site system and equipment repairs**
- **In-house repair services**
- **Fully trained and qualified engineers**
- **Loan Equipment Service**
- **Warranty return assistance**
- **UK helpdesk support**

REMOTE SUPPORT



The optimum service is provided when our remote support is used alongside our on-site engineers, as such it plays an important part of our service offering. Our remote support services enable us to respond to a fault immediately over IP whether this has been raised via our on-site AV contact or by a client using the ITSL touch panel HELP facility. We believe that designing your system to enable remote support brings an additional level of service to the table and is complementary to on-site engineering.

- **Crestron Room View**
- **Crestron Series 2 & 3 Processors**
- **AMX Netlinx**
- **Extron IP Link**

SITE AUDIT



Ensuring you know what equipment you have, the current serviceability and where it's located is of the upmost importance when running your business day to day and especially when planning budgets.

ITSL provide UK and Europe wide audit services, providing detailed information about the AV equipment operated by the business, the stage of its life cycle and warranty situation.



FM SERVICES

ITSL provide a full suite of managed services to FM companies and internal teams, we can provide both external maintenance or internal fixed term contractors offering dedicated AV support. The staff we supply have a variety of skill sets to suit your infrastructure, whether your organisation is large or small we are able to provide the right solution for your needs.

- **On-site contract staff**
- **Maintenance and support**
- **Remote support**
- **Event management**
- **Audit and equipment management**
- **In-house AV training**



CONTRACT MAINTENANCE

We provide contract maintenance to both existing clients with an ITSL installation and new clients with 3rd party installations. Our contracted maintenance covers the majority of the UK, is based on an annual agreement and covers as much or as little of your AV equipment as required. This service can be delivered on our standard 8hr SLA (service level agreement) or fast response 4hr SLA and can include remote management and loan equipment if necessary.

- **8/4hr SLA**
- **On-Site Service Engineers**
- **Preventative Maintenance**
- **Remote Management**
- **Remote Support**
- **Audit & Life Cycle Reports**

CONSULTANCY

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ITSL Group provides a complete audio visual and video conferencing consultancy service offering a technically impartial view on your requirements. The consultative role we employ is divided in to five clear areas to ensure that all of your specifications and business criteria are met in a clear and concise manner.

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What does the business really require?

STRATEGY

- Setting defined technology markers over a 5 year period.
- Ensuring budgets are in-line with technology goals.
- Infrastructure audit and focusing network requirements over predefined periods.
- Risk reduction to negate unnecessary expenditure.

SPECIFICATION

- Market analysis, specifying leading technologies and manufacturers.
- Creating a detailed specification for current and future requirements.
- Providing integrated solutions to leverage existing infrastructure.
- Architectural integration, design led specification to complement the building environment.
- Creating standards based on open architecture wherever possible.

PROCUREMENT

- Developing realistic budgets in line with requirement forecasts
- Creating comprehensive tender documents to ensure precise returns
- Liaising with M&E and architectural providers to ensure complete solution is delivered

PROJECT MANAGEMENT

- We can take on either a hands on or off approach dependant on the scale of the project at the request of the client.
- We would always advise that the consultant is present at all stages to ensure compliance with the specification and to achieve the best possible results.

PARTNERS

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ITSL Group provides a complete audio visual and video conferencing consultancy service offering a technically impartial view on your requirements. The consultative role we employ is divided in to five clear areas to ensure that all of your specifications and business criteria are met in a clear and concise manner.

CLIENTS



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Delivered beyond
expectation



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RECOMENDATIONS

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"We have been using ITSL Audio Visual to provide video conferencing solutions and have always been completely satisfied. They do an excellent job, are always available for support and offer the most competitive rates available"

Martyn Jones *Senior Network & Voice Analyst*
Capita PLC

"We have been using ITSL Audio Visual for several years now as AV support at locations throughout Europe. Their service and customer facing skills are excellent allowing us to rest assured that the job will be completed to a high standard"

Jon Milton *Director*
Straight Up Technologies UK

"ITSL recently completed a high value boardroom for one of our corporate customers in London. The scheme was completely stunning and the customer is now looking at replicating the room in regional offices"

John Cook *Director*
Concept 4

delivered beyond
expectation

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www.itslgroup.com

Professional Audio Visual Solutions