Vbrick® Rev® Event Technical Services

As a complement to Vbrick's highly rated Platinum Service offerings, Vbrick also offers multi-disciplinary, multi-tiered event services to give our Rev customers the extra support and assurance they often require to ensure live events run smoothly.

Vbrick offers two levels of service to match client event requirements – from small audience webcasts to the highest profile events. Vbrick Rev Event Technical Services span the full lifecycle of live events, from pre-event health check to post-event reporting and measurement.

	Event Technical Services	Base	Premium
LIVE EVENT HEALTH CHECK	Review configurations	✓	✓
	Vbrick Webcast Setup	✓	✓
	Vbrick Operational Setup	✓	✓
	Review best practices for the following: ▸ Upload and advance presentation slides ▸ Hold a Q&A session ▸ Chat publicly or privately during event ▸ Conduct live polls	✓	✓
	Twice annual live event health check	✓	
	Live event health check		✓
	Review event best practices		✓
	Review planned features to be used		✓
	Review event planning runbook which includes all procedures to prepare for event		✓
	Review locations, zoning, and device types		✓
	Public or authenticated access		✓
	Review event agenda and plan of action		✓
	Run through technical details of the event		✓
	Participate in test session		✓
	Review alternate plans in case of event disruptions such as alternative streaming mechanisms		✓

	Event Technical Services	Base	Premium
PRE-EVENT SUPPORT	Ensure that all presentations join successfully		✓
	Ensure event starts successfully		✓
	Help load the presentation		✓
	Verify roles established during your dry run		✓
	Answer technical questions		✓
	Set up to record your event		✓
	Log in and test recording		✓
IN-EVENT ASSISTANCE	Professional services engineer and Production Operations will monitor event remotely	✓	✓
POST-EVENT RESULTS	Provide guidance to administrator on generating reports	✓	✓
	Generate standard reporting package including graphical reports with event statistics		✓
	Provide records of chat, Q&A transcripts, and poll results		✓

Note: All services performed remotely

For a quote or more information please contact your Vbrick sales representative or email **ProfessionalServices@Vbrick.com**