



Encore launches video conferencing with a focus on service

New video conferencing platform to take the stress out of conference calls

Encore have today launched a video conferencing service with a number of enhancements to make the process seamless for clients. Each meeting/event or conference is fully supported by a technical assistant, regardless of how big or small the conference is. Encore have listened to market feedback which said, whilst they love video conferencing, and believe it has an important role to play in events and meetings, clients struggle to use the technology and have difficulty troubleshooting. This feedback lead to the development of Encore Connect. A support service removing the pressure of technology difficulties for all participants regardless of location, computers or user experience by providing dedicated technical support. The support covers testing of audio and visuals prior to the commencement of the conference, setting up a meeting room early and allowing presenters to become familiar with the technology. The technician can assist at large conferences connecting a remote speaker on the big screen, ensuring they appear perfectly on screen. Further, event organisers receive a recording of the presentation or meeting to share with attendees or stakeholders as required. Andrew MacColl, Director of Innovation at Encore, says the advantage with Encore Connect, is there is a team member with the clients every step of the way. "Meetings can be pressured environments and people just want to get on with their agenda. Event planners and MCs have enough to think about without having to work out the technical aspects, particularly if they don't use it frequently or the remote speaker is having difficulties from their location. "That's why with our new service, clients can simply get on with their event while we deliver the best video conference experience every time. "Although video conferencing may not be new, we are doing it differently, our high level service is designed to ensure total satisfaction and seamless connections with every event delivered," said MacColl. Encore Connect is available in over 90 locations offering unique technical support, HD video and audio features, as well as, screen sharing. The rehearsal feature aims to simplify video conferencing allowing one-on-one support to test the connection, audio and visuals. -ends-

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