Workflow consulting, system design and implementation solutions

Telestream Professional Services offers complete workflow consulting, system design and implementation solutions for Telestream enterprise products including Vantage, TrafficManager, Post Producer, Lightspeed Live Capture and Lightspeed Live Stream.

With Telestream Professional Services, you can feel confident that you are receiving accurate, consistent, and timely information. Our services are backed by years of working in video network environments with broadcast servers, edit systems, storage systems and automation systems. We believe this uniquely qualifies us to seamlessly integrate our products into your video environment.

- Offers a solution tailored to your specific business requirements
- Allows for greater efficiency, tighter integration and effective resource utilization
- Provides a well documented solution that is repeatable and expandable
- Frees up your IT and engineering resources to concentrate on operational responsibilities

We're here to identify and deliver a solution that is tailored to your specific needs and business requirements. We'll help you optimize your Telestream product, system and network utilization to ensure successful deployment, tight integration and optimal performance across your video network environment. We can provide custom engineering design work, if required, as well as XSL stylesheet design.

Whether your project is large or small, on one site or in multiple locations, Telestream Professional Services will provide the resources and solutions you need. Our staff is skilled with the broadcast and video experience and expertise to work through your requirements with you and to help you understand how best to achieve your goals. Your project will be well documented, providing you with a history and easy path to duplicate and expand the process with quality results to meet future needs and business growth.

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Telestream Professional Services: Process

1. System Level Design

A Statement of Work will be created which includes:
- Physical network design with optional configurations
- Detailed system software & hardware requirements
- A milestone-based schedule for approval

2. Workflow Solution Development

A Project Manager will be assigned to manage your implementation and provide remote consultation. This phase may include:
- XSL stylesheet engineering
- Workflow development
- Custom engineering development
- Systems testing
- Installation documentation

3. Telestream Acceptance Testing

- Demonstration and review
- In-house staging and test
- Customer acceptance and sign off

4. Installation and Final Testing

- Software installation
- Workflow and stylesheet installation
- System testing and sign-off
- System training

A Choice of Two Professional Services Paths:

- System Design Custom Quotations are based on the complexity of the design, requirements for stylesheet development, custom engineering development, if required, and documentation production.
- Workflow Design Consultation is available at a daily rate to help you understand how to design your workflow.

Additional Client Services:

Telestream also offers traditional on-site system configuration and installation services, on-site training, and on-site field service support which are available at a daily rate.

On-site Configuration & Installation:

During an install and configure visit, our engineers will install software, activate licenses, ensure that servers are connected to the databases, shared storage, FTP sites, etc., and check that all services are functioning and available.

This may require as little as 1-2 days for small to medium sized systems. Larger systems or systems with redundant databases will require considerably more installation time. This service does not include any work on designing complex workflows, building xml style sheets, system testing, documentation etc.

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