THE MOST
DISRUPTIVE
TECH COMPANIES
OF THE YEAR 2019

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THE MOST
DISRUPTIVE
TECH COMPANIES
OF THE YEAR 2019

An annual ranking of the Most Disruptive Tech Companies of the year that are leveraging new-age technologies to drive substantial business innovation in this highly competitive marketplace.

Ashish Sukhadeve
Editor-in-Chief

Certificate of Honour

Industry Era   10 BEST
CLOUD
SOLUTION PROVIDERS - 2019

NetStairs is honoured to be certified as

"10 Best Cloud Solution Providers of 2019"

by Industry Era Magazine

Industry Era
A Smart Way to Industry

NETSTAIRS TELEPRESENCE.

PIXEL – Pure HTML5 ←→ ZIMZIM - Made for 5G

Works on Broadband, Wi-Fi, 4G, & LTE.

Interactive Broadcast, Collaboration, & Communications Hosted Cloud based Telepresence & Video Platform as a Service (iBCC-PaaS)

2020 Release - Service Description Document

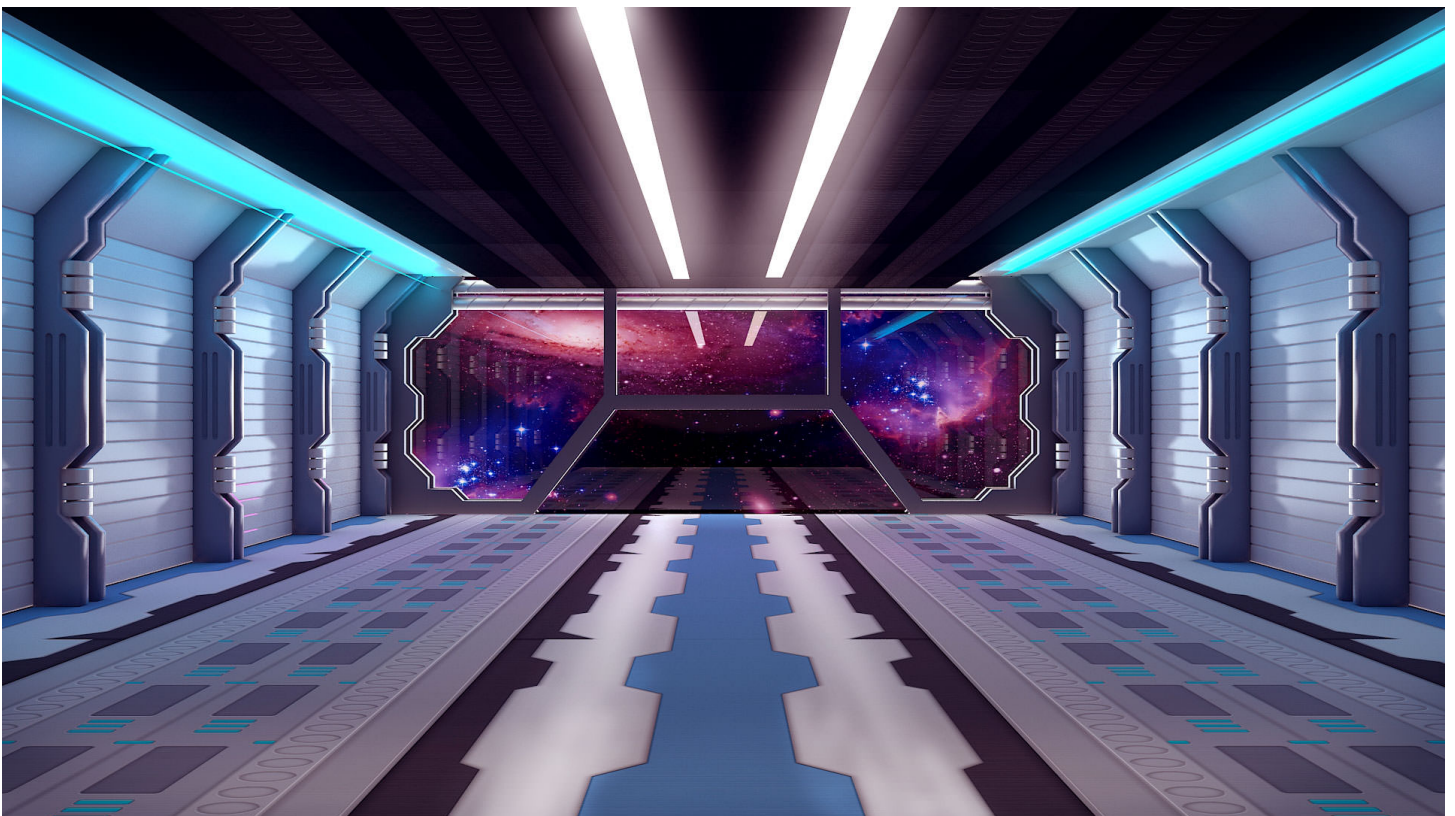NETSTAIRS BRINGS 20 YEARS OF REAL-TIME VIDEO INNOVATION TO LIFE

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NETSTAIRS - INFORM, COMMUNICATE, & EDUCATE

01.   PREFACE – NETSTAIRS

For nearly twenty years NETSTAIRS.COM, INC, has been providing interactive video and WebRTC services to the world. The Corporation was formed in March 2000 with the objectives to embrace video. The aim of our company has been to become the leading source of streaming & communication to Broadcasters, Publishers, Telecom, Government, Enterprises, TV Networks, Advertisers and SMB. We have been assisting companies to modernize their CAPEX and OPEX based real-time communications with privacy and security as the hallmark of our services. We have never sold data. We pride ourselves to be a client-centric solution provider enabling our clients and PTLA partners to empower their users with a greater reduction of carbon footprint and higher monetization matrix through own managements' vision, mission, goals and objectives.

NETSTAIRS is building state of the art multimedia network agnostic based transmission systems and high end Tier-1 cloud partners. NETSTAIRS has extensive expertise in building telepresence and broadcast CDN networks. Moreover, NETSTAIRS draws its manpower from its internal, external and AI powered branch of operation which has been in the business of IaaS, PaaS and SaaS cloud for more than 20 years.

NETSTAIRS creates private state of the art real-time communications cloud services with backbone reliance on optical transport network where available using the latest technology. With presence in 4 continents over serving a diverse need of clients globally across a wide spectrum of creative services, connectivity matters. NETSTAIRS has also implemented broadcast network over leading CDN services which is further upgradable based on point of entry (PoE).

NETSTAIRS Cloud

NETSTAIRS's backbone comes with AI and Machine Learning. In partnership with Google, our Transport Network has been configured in multiple 'Self-Healing' topology architectures which provide for Mesh, SFU, and MCU redundancy by automatically redirecting and switching traffic from failed/ degraded routes for an uninterrupted service ensuring maximum up time and service reliability. The network supports multiple ring protection schemes to expansive concurrent containers that could grow as needs grow. The network has been designed in such a way that provisions for full redundancy is available for

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bandwidth between any two points.

The whole network is managed by multi location network management/ operation system (NMS) located at Bucharest, Fort Lauderdale, Puerto Rico, Kuala Lumpur, and Amsterdam with back up services. NETSTAIRS has got unique advantage to offer the best quality service (QOS) from a multi PoE network with partnering through Point of Entry (PoE) presence. The state of art network enables point and click provisioning of the bandwidth and other services from anywhere to anywhere in the world. It enables provisioning of traffic in any granularity from 2 MBPS to multiple of Gbps (n x Gbps) from its global strong backbone network.

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1.1.   Diverse Networks

One of the objectives of formation of NETSTAIRS was to embrace video revolution.   We can provide remote and backward areas of regions by building state of the art multimedia cloud network., NETSTAIRS has implemented Edge based backbone network to provide whole range of 3rd party supported Internet & intranet services. The network has been built on Tier 1 cloud deployed by various fiber optic networks. The network support services, broadband internet access, multicast services etc. The MPLS network has POPs at 150 countries across the globe and is in process of being extended to other important centers. We can also build MPLS NOC with for network provisioning and performance management.

1.2.   Intelligent Routing

NETSTAIRS has got the unique advantage to meet the quality bandwidth and service requirements from several networks. The state of art networks powered by IBM, Google, Microsoft, AWS, DO and more enables point and click provisioning of the bandwidth from anywhere to anywhere in the country. It enables provisioning of traffic of any granularity with the extensive reach from any part of the world to any other part.

NETSTAIRS has an excellent team of highly qualified engineers in-house and outsource working coupled with AI team to support our customers on 24 x 7 x 365 basis. Proactive maintenance and monitoring are done regularly by engineers thus ensuring better service support. Our state of the art client centric networks capable to deliver up to 2500% SLA parameters on a project or event basis.

1.3.   Vision of NETSTAIRS Services

We've done many impossible projects. NETSTAIRS vision is to be leading source of iBCC-PaaS among the world's leading digital economies driven by the high end broadband delivery and to accelerate the client's growth, drive new innovations and inventions through increased collaboration and most importantly reduce the carbon emission. As per some NASA research predictions by 2025, 80% of the world will be on some form of Telepresence which will have a profound effect on humanity and digital economy.

iSocialTV @ work broadcasting world's first interactive game show.

The digital economy is essential to global innovation productivity, market competitiveness and improved social wellbeing. Greater digital engagement can boost social, economic and environmental productivity. It can collapse the time space paradigm and accelerate service delivery for regional and rural regions of the world. It can improve educational and health outcomes allow for better management of the country's precious resources, promote social inclusion and facilitate more environmentally sustainable management of the built and natural environment. To ensure that these benefits are properly realized, it is important to ensure that businesses and households understand how to engage video communications safely and securely online.

NETSTAIRS works with governments who are committed to build the enabling infrastructure for the digital economy. We consult those who have made commitment to embrace real-time communications, thus allowing their citizens to participate in and enjoy the benefits of the global digital economy. The NETSTAIRS TEAM offers ubiquitous coverage which will allow all B2C, B2B2C and D2C households and businesses to participate in the digital economy regardless of where they live. It will support high speed symmetrical services giving more people access to new tools to manage their business or receive education services. It will also offer greater stability and reliability of broadband services to support a growing number of critical applications, such as law, health, and distance education.

Many nations today lag behind leading digital economies. The OECD suggests leaders of the nations should embrace digital economy and become active with special emphasis on own cultural use and diversity. Network Readiness shows competitor economies as the US, UK, Singapore, Hong Kong, Korea, and Taiwan lead the way. The Network Readiness Index measures how economies leverage information and communications technology advances for increased growth and development.

By retaining NETSTAIRS, the government is receiving first-hand expertise and guidance to place the essential underlying infrastructure, which will form the platform for future engagement in the digital economy. Find out more about the key characteristics of the NETSTAIRS that will support global digital economy by 2025.

NETSTAIRS clients are or will have successfully made transition when the efficient use of digital technologies so interwoven with own citizens' business, professional and personal lives, that they move seamlessly between the digital and physical world as appropriate.

To achieve this vision, the government must deploy Managed Digital Economy Strategy. The Strategy outlines nine (9) Digital Economy Goals, the Way Forward, Government Initiatives and Industry Initiatives.

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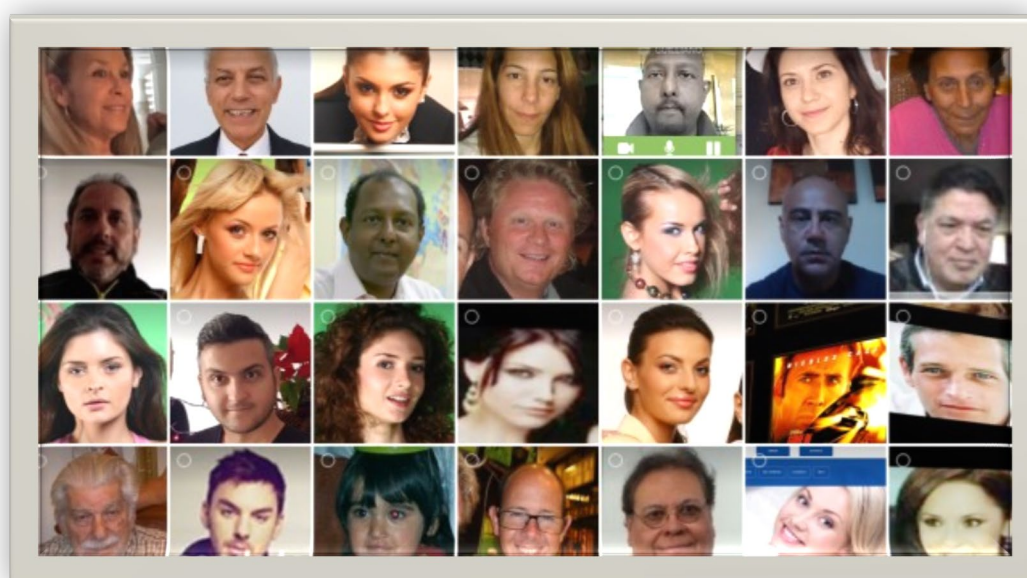
1.4. Mission of NETSAIRS Telepresence Services (TP)

The NETSTAIRS TEAM aim is that, by 2025 we will lead the world's visionaries into real-time digital economies.

Ensuring that NETSTAIRS as a leading source of video-centric digital economy will contribute to global productivity, assist clients to maintain global competitiveness and improve citizens social wellbeing. The government's whom we serve must make commitment to build the enabling infrastructure for the digital economy, along with own Broadband Network initiatives - a key step towards this vision.

To measure our progress in realizing this vision, NETSTAIRS assist the government in nine "Digital Economy Mission" that focus on the areas of:

1) Drive Organizational Productivity across all sector and all industrial clusters.

2) Facilitate Global Objectives of Education through Digital Platform.

3) Facilitate Global Objectives of Rural HealthCare & Education.

4) Digital Engagement by businesses and not-for-profit organizations.

5) Intelligent Management of environment and infrastructure.

6) Facilitate creation of additional Jobs by 2025.

7) Assist in Improving online government service delivery and rea-time engagement.

8) Greater digital engagement in global and regional GEO IP markets for small businesses.

9) Improve the % of Digital Economy Participation.

The comprehensive transition must be defined, and a blueprint must be created serving the community, local, regional, national and global economy and society to a digital economy. It is the only way to properly proceed a market-led phenomenon. We hope the government invites industry, state and territory leaders and local councils to join with NETSTAIRS TEAM to contribute to the vision of by becoming a leading digital economy by 2025.

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1.5. Video/Telepresence Broadcast, Collaboration & Communication Service

Interactive Real-Time Video Broadcast, Collaboration & Communications as CAPEX and OPEX offered as hosted cloud managed video services granting organizations the benefits of group video broadcast, collaboration and communications technology. NETSTAIRS telepresence & video conferencing coupled with multi-cast video broadcast as a service NETSTAIRS delivers the value of high-quality video conferencing meetings without the up-front costs of equipment and staff is usually needed to successfully set up and manage group and many-to-many video calls. It allows different user groups to collaborate thru room based, desktop based or even mobile based video collaboration in an effective manner and make video collaboration easily accessible to anyone, anywhere

The following are some of the benefits organizations/Public sector undertakings experience from a NETSTAIRS video conferencing service "NETSTAIRS":

Investment: Through OPEX, clients could save money by avoiding traditional video conferencing systems that require a significant capital investment in equipment, especially if the system is expected to scale. In addition to the telepresence and video conferencing units that are required at each user location, numerous infrastructure products that allow these systems to communicate are also required. A dedicated, highly secure network with a large amount of bandwidth is needed to run calls smoothly. Many small to medium sized businesses put off investing in video because the costs of running it are just too high and complex. A NETSTAIRS telepresence service removes the costs associated with owning the technology needed to run the video calls, and can assist in scheduling, monitoring, and managing each video meeting. On the other hand, when a client due to branding, on-location, and or compliance requires CAPEX models, they are readily available for deployment.

Expertise: Many organizations with video conferencing systems do not have the in-house resources necessary to manage their equipment themselves; they lack the dedicated IT personnel or technical know-how to run their own video calls (partly because their IT staff is busy managing other important technical issues!). NETSTAIRS telepresence services provide companies the benefits of a highly trained staff and extensive technical expertise – without the need to hire or train anyone.

Process: One of the keys to successful video conferencing is having a single process in place to manage the meetings. This sounds logical but it can be surprising how many organizations do not outline the steps employees need to follow to schedule calls, leaving room for error. NETSTAIRS telepresence service provides an intelligent process for managing video sessions; all managed video is connected the same way each time, regardless of the type of meeting being held (point-to-point or a multi-point with more than two sites) and more importantly it is browser based. Hence, it provides little or no support managing the Video sessions for multipoint video calls if Video bridge services are not being subscribed.

Reliability: Video calls must run smoothly every time for meeting participants to continue using the technology. When video calls run into too many glitches, users will simply abandon its use in place of a less effective but more reliable method, and a company's return on investment (ROI) will be shot. A managed service removes the worry over things going wrong – instead the service proactively manages and monitors each call and all equipment involved to make sure that the user experience is reliable. Bottom line- reliable video meetings result in a better ROI. NETSTAIRS PIXEL, OZ WALL and ZIMIM technologies are seamlessly intelligent.

Interoperability: Video conferencing systems manufactured by different companies often use varying protocols for communication. Video conferencing services offer transcoding – a method of translating these different videos conferencing protocols and creating a uniform format that allows the systems to speak to one another. Transcoding is a complex process but can be carried out seamlessly behind the scenes by a managed service; companies that take the task of transcoding on themselves must be well versed in the many video conferencing protocols on the market today. NETSTAIRS technologies eliminates complexities with ease-of HTML5 browser based use.

Security: Security is a concern for many organizations that use a hosted video conferencing services-based managed service. A high quality service will address this issue by following steps that ensure protected communication and data. Encryption are built-in for each end point, and meetings may be recorded when approved or captured via desktop-share stream. Security is maintained at many levels, including user accounts, meetings, applications, and ports. There are options to publish and lock meetings, drop participants, and every meeting is assigned a user-defined passcode.

The NETSTAIRS telepresence service in an intelligent hosted model offers exciting opportunities for business of all sizes to access video technology in a way that is affordable, easy to operate, and not dependent on in-house IT resources to manage.

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02. NETSTAIRS TELEPRESENCE SERVICES - SEAMLESS VIDEO/ TELEPRESENCE AS A SERVICES

NETSTAIRS ZIMZIM Telepresence is an Enterprise Class Multi Definition (LD, SD, HD & 4K), web-based, secured & managed group video conferencing service that enables organizations to communicate/ collaborates with different groups internally and or externally while allowing to enhance employee productivity and cut travel expenditure more effectively without the need of a face to face meeting.

ZIMZIM (https://zimzim.info) is an end-to-end, secure, hosted cloud video service that allows connecting group video chats into a single videoconference without the need to purchase and manage expensive video bridging and associated infrastructure equipment's and without the need to invest in huge IT team to managed entire video conferencing ecosystem.

Depending on the need and used case, you have numerous options for the video collaboration solution you choose. There is a system for every workspace from boardrooms to desktops, Laptops supporting a virtual workforce, lets small and mid-size organizations compete with larger companies for the best talent, regardless of where it's located; save money on facilities and related costs; and maintain a "green" footprint thanks to reduced commuting times and energy consumption.

In brief NETSTAIRS PIXEL and ZIMZIM Telepresence (TP) Service comes as Do-it-yourself (DIY) or White-Glove (WG) service. It is an end-to-end, low and high-definition Group and many-to-many videoconferencing service that gives a virtual, face-to-face meeting experience making videoconferencing more accessible to a larger community of people. Organizations since NETSTAIRS TP Service encompasses a wide range of video collaboration environments from immersive, multi- purpose, to personal. It combines a variety of video codec including VR 360 video and audio so officials can collaborate with people working at different locations across as if they were in the same room. Multi-purpose room arrangements adapt to a wide variety of room configurations and environments while still delivering an in-person type meeting experience. The smaller desktop or portable devices can also provide for mobility, which could be of great use in disaster and project management.

See 4 yourself

Pure HTML5 Real-Time projects & initiatives.

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03.   NETSTAIRS TELEPRESENCE – SERVICE COMPONENTS

iCDN – Interactive Content Delivery Network.
iMHS – Interactive Managed Hosted Services.
iCPT – Interactive Cost Per Time.
iCPS – Interactive Creative Programing Services.

Based on client requirements, they are supplied as Do-it-yourself or White Glove with Consulting Service delivering Know-How and Expertise.

3.1. iBCC-PaaS Video Conferencing Services

A high-performance, scalable, secured and fully managed HTML5 or native video conferencing solution can greatly enhance your communication network, and drive increased productivity and greater visibility across all parts of public sector transformation and enterprise. Developing and deploying this kind of solution, however, can absorb significant resources and take away from core business. To establish a right video conferencing network that enhances broadcast, communications, & collaboration, you need to partner with a company that can deliver an end-to-end solution, understand public sector and government functioning and deliver SLA driven managed services in order to deliver fast pace, performance driven service. At NETSTAIRS Video Broadcast & Conferencing exactly serve the needs to govt. public sector and enterprises to leverage complete end to end solution and that too SLA driven managed services framework.

NETSTAIRS Video Conferencing's solutions are built around industry-leading hardware and software and backed by our proven cloud services organization that can design and support your entire conferencing network beyond the time that it goes live. From recommending the right hardware, to scheduling conferences and maintaining and upgrading technology, we work with you to manage your connections and provide the highest level of video conferencing quality. The entire video conferencing solution component comes as bundled, subscription based, SLA driven service offering.

With NETSTAIRS, Video Conferencing Subscription to be chosen by public sector/ government departments or enterprises in order to avail seamless point to point and multipoint video conferencing service.

3.2. Managed Video Cloud

A high performance video communication service needs right set of Video cloud and no download and no install. Each user powered by Chrome Browser may invoke a session from own locations and experience from end point is based on optimum service provided through own ISP. Meet with one of our NETSTAIRS Telepresence Services specialist.

A) Multi codec based Video delivers great quality of user experience at optimum cost, several choices are available from Small room to medium sized room to large OZ WALL broadcast with video wall. Based on the need and room size, NETSTAIRS can recommend the right set of configurations with optimum cameras, audio and overall resolution.
B) Immersive Video Experience – Digital Media Room, Channels or Full face-to-face meeting kind of experience at highest level of quality and unmatched service performance.
C) Desktop based video client for mobile users to join the video conferencing at 5G, 4G, LTE, Broadband and Wi-Fi service

NETSTAIRS Telepresence provide fully managed video with entire turnkey, training and maintenance support along with proactive monitoring and management and bundled with Video conferencing subscription in order to have managed hosted service offering to provide seamless experience.

3.3. NETSTAIRS Embeddable

Rooms are made of pure HTML5. They are ready for one or many varieties of use and service. Through iFrame, all rooms are embeddable with HTTPS / SSL <> content. This feature enables rooms to become totally customizable with content from an assortment of 3rd party services including Facebook, YouTube, LinkedIn, and other integration with no coding. Simply copy and paste and you have a fully customized room.

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3.4. NETSTAIRS Screen & Video Cast

Capable of delivering a variety of options:
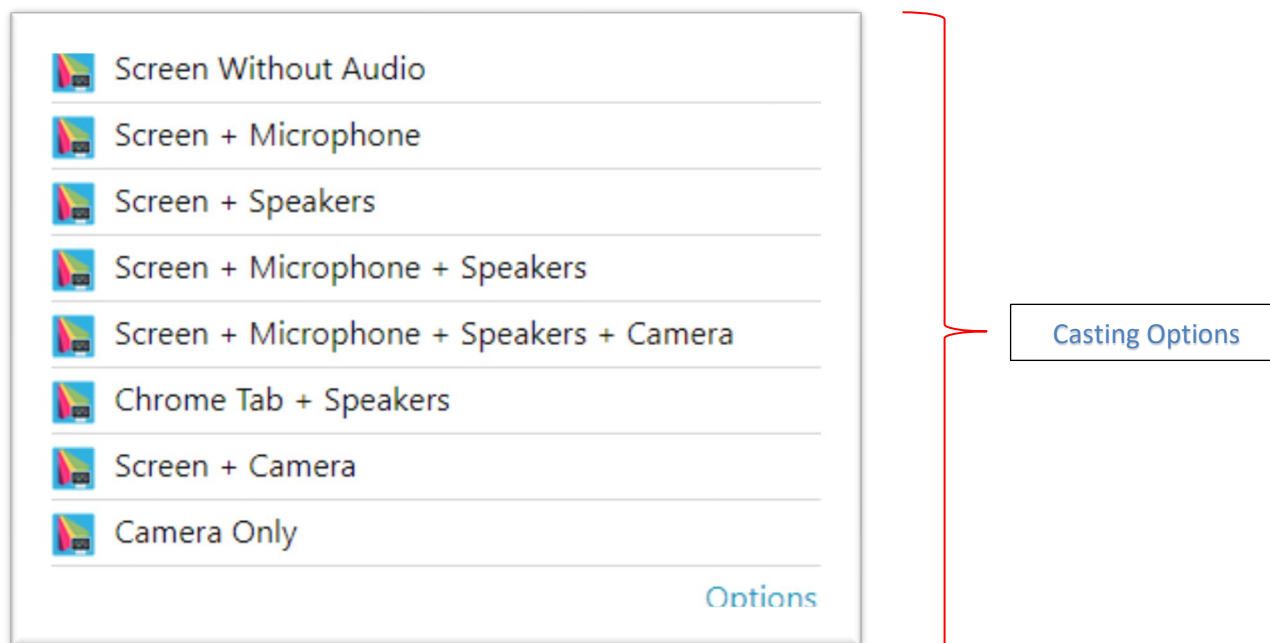
The extension enabled feature allows hosts and guests to share and broadcast content. All through intelligent patent published Flexi View screen layouts & intelligent video delivery management powered by NETSTAIRS global patent iV8.

Each room is capable of 8 video inputs & can provide 8 audio outputs. The Digital Media Room (DMR) comes with auto sensing power supply capable of working from 100 -240 V AC 50/60 Hz with max. 40 watts for codec & main camera. The rooms are powered enabled option to add on connectivity with Mesh,, SFU and MCU topologies.

3.5. NETSTAIRS ZIMZIM

ZIMZIM made for 5G. However, it works with lower bandwidth settings and its default may be adjusted and expandable to max. 9 camera and even max. 15 inputs: Telepresence / Video Conferencing Room system providing 1080p 60fps video experience typically suitable for auditoriums broadcast. The price and configuration vary based on number of connections, bandwidth usage, duration and storage (CBDS).

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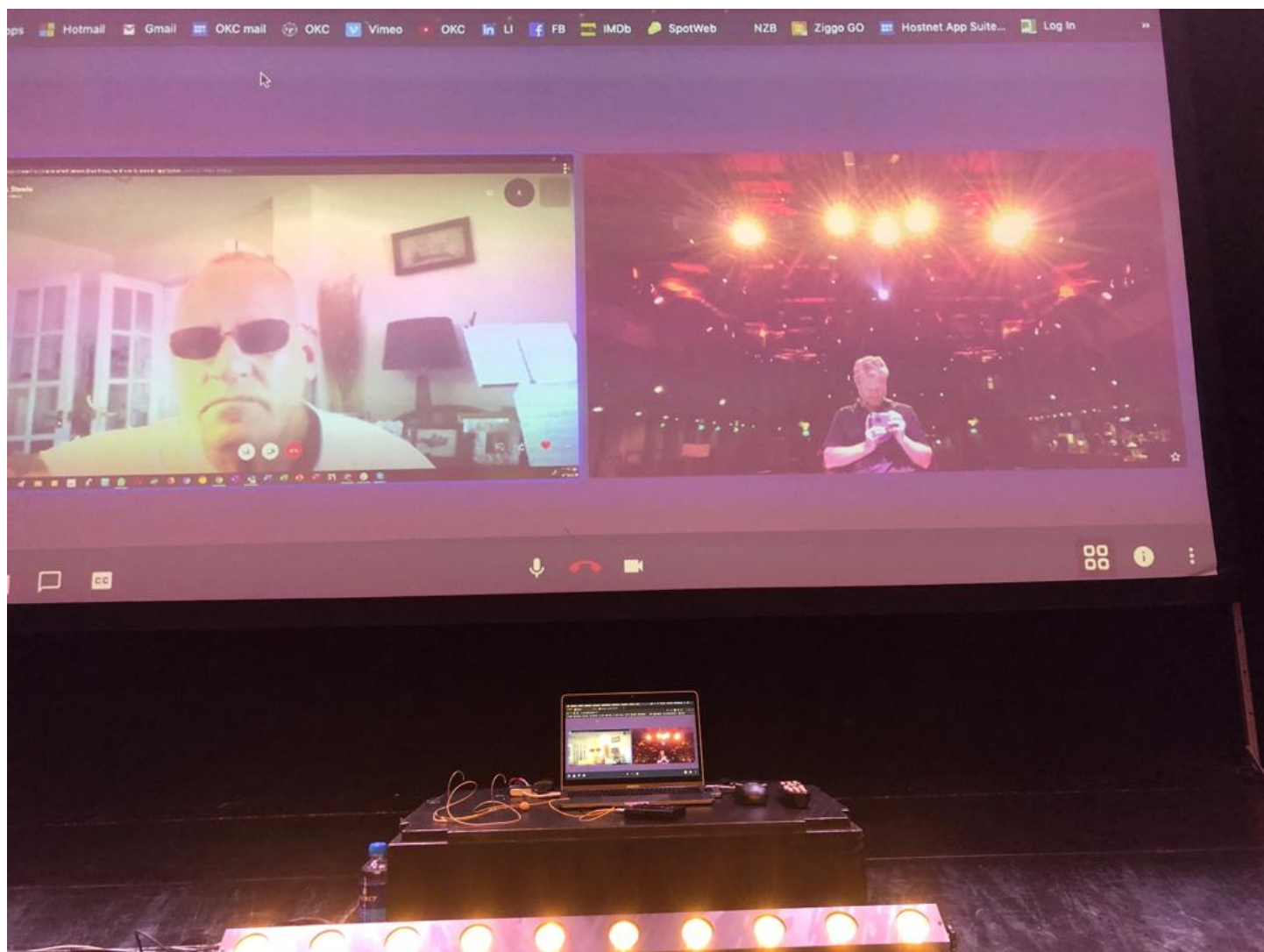
Capable of connecting to digital studio, video displays & taking inputs from 1 nos. HDMI (Laptop) & 1 nos. DVI (Camera). Unit can provide advance screen layouts & intelligent video management. Unit comes along with a codec & optical zoom camera where available.

The platforms have options to support OBS (Open Broadcast Studio) and or Xsplit with Local MCU output stream to leading CDN.

3.6. Desktop Clients

Desktop based video software available to be subscribed to have 1080p/720p/480p and up to 30fps video quality resolutions.

3.7. Customized Video End Point

Unlike other systems NETSTAIRS Web-based solution has no end-point. All you need is a Chrome browser and a minimum 2-4 Mbps uplink. The rest is done intelligently and seamlessly point-to-point or multi point.

3.8. Value Added Services

White Glove Services through our vendor partners are available including studio rental and broadcast services.

3.9. Recording & Storage Services

As part of value added services, NETSTAIRS PIXEL and ZIMZIM Telepresence offer Recording and Storage services, this service can be subscribed by customers as additional service and full HD Recording for the live broadcast connected to YouTube Live, Facebook Live, or CDN such as Akamai recorded and store.

3.10. Enterprise Video Portal

NETSTAIRS telepresence services includes Enterprise Video Portal as a service subscription, and once subscribe, recorded sessions can be accessed (viewed, downloaded) through a secure Enterprise Portal Library.

3.11. Multi-Cast Live Streaming

NETSTAIRS telepresence service includes Live Streaming Services including OZ WALL service subscription. Sessions may record and stream live over web too. This service subscription can be availed along with Recording Services.

3.12. Multi-Cast Video Services

NETSTAIRS multi cast and telepresence service comes with a variety of options. NETSTAIRS offers this service as few variant and can be discussed and provide as solution to the customer. Choice option is available in form of Virtual Meeting Room, Virtual Venue Portal or based on each point of entry as subscription or across different users. Based on requirement inputs, NETSTAIRS can recommend the right service subscription options.
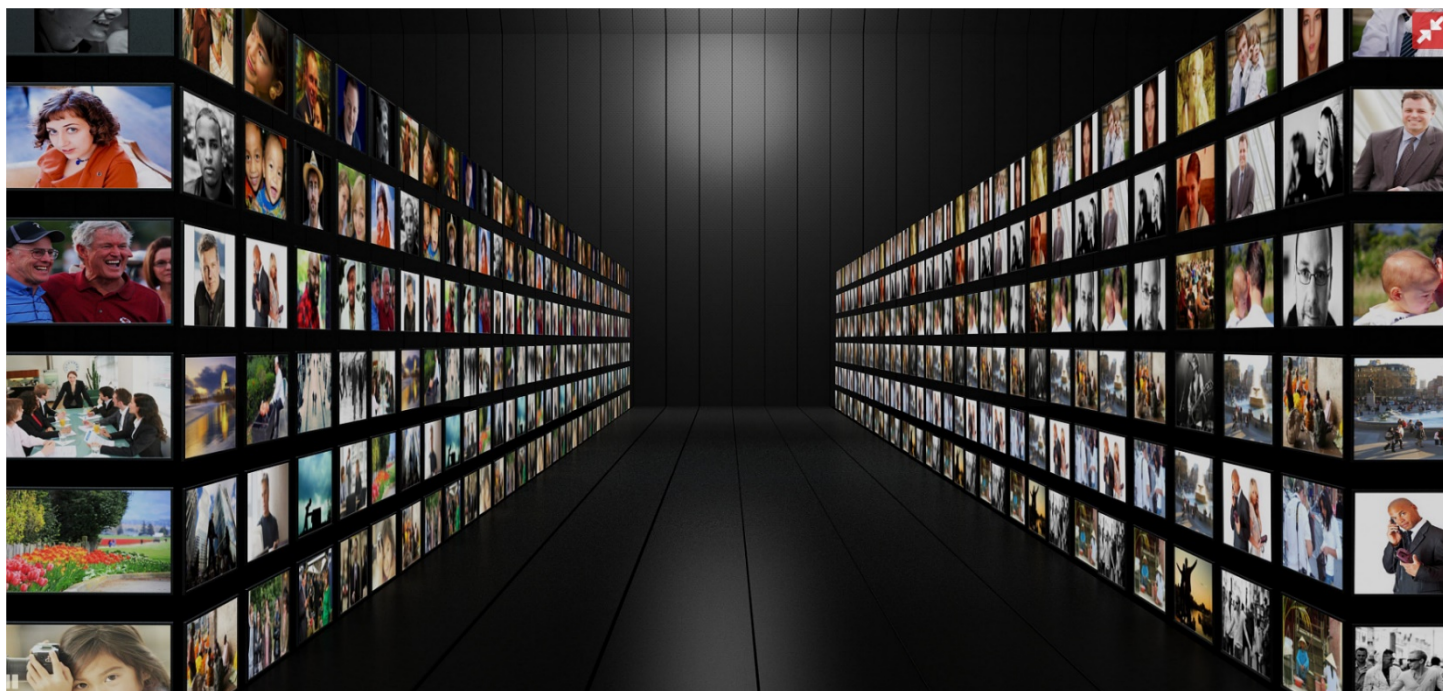
Source: OZ WALL by NETSTAIRS

3.13. Key Highlights of NETSTAIRS Telepresence / Video Conferencing Service

- **Complete communication solution**
  - o Fully integrated video, voice, text conferencing solution.
  - o Allows client to conduct a point-to-point or multi-point video conferencing.

- **High-definition (HD) Display**
  - o High Definition Collaboration with up to 1080p. (LD, SD, HD, HD+, 4K programmable).
  - o Display refresh rate of up to 30 frames per second (fps) and future ready extensibility up to 60fps.
  - o High Definition Multisite, Multi locations with individual Transcoding feature.
  - o Excellent eye contact and ideal screen height for natural communication.

- **Audio features**
  - o Adaptive Audio with High Quality Sound (webcam and hardware dependence).
  - o Display images synchronized with the Audio experience including microphone, speakers etc.
  - o Webcam & Microphone browser inputs with separate echo cancellers.
  - o Automatic Gain Control (AGC) and Automatic Noise Reduction.
  - o Active intelligent lip synchronization.

- **Program Sharing**
  - o Extension enabled by Chrome Browser for One touch to share a presentation or other materials.
  - o File Transfer allows share, access and working on the same document.

- **Recording and streaming video meeting**
  - Reach hundreds or tens of thousands of viewers with external streaming services.
  - Stream live or play back the content on demand to any PC or videoconferencing endpoint.
  - Enables Recording of the video meeting, such as companywide announcements, trainings, and meetings to be shown to a wide audience at a time most convenient for viewers.
  - Playback from built in streaming server.
  - Support for PC, MAC, Linux and Android devices. ZIMZIM supports iOS (iPhone and iPad).

- **Robust Architecture & Control**
  - Robust distributed server architecture routes real-time communication streams in a highly scalable, fault tolerant, bandwidth-efficient manner.
  - Special techniques and algorithms for optimizing bandwidth usage and avoiding network congestion.
  - Administrative control over video bandwidth amount, and over which hosts can initiate video in their meetings.

- **Simple, Graphical User Interface (GUI)**
  - Intuitive user interface, Drag and drop to create your own view on collaboration screens.
  - Customizable welcome screen and company logo.
  - Easy access to directories, call control or concierge services.
  - Clear menu prompts and phone books.
  - Full Administration Access: Resources available via Management Portal

- **An easy-to-use Video Conferencing Solution**
  - No install, No Download, Share URL.
  - Easy to maintain, and service.
  - Auto-provisioning and self-configuration features.
  - Web-based Management Portal interface provides settings and Management control.

- **High Service Availability**
  - The service is hosted and delivered by NETSTAIRS data centers located at various locations and deliver industry leading performance and availability SLAs.

3.14. Key Benefits to the Customer

Some key benefits offered through this service are listed as below:

- **Single point of Contact for all Video Conferencing needs**
  - End-to-end video service including multi topology (such as Mesh, SFU, and MCUs) networks.
  - Video display systems, from Room system, desktop solutions to back end infrastructure all work together seamlessly and transparently.

- **Wide range of Display/Monitor options (Optional)**
  - o Solution bundles for wide range of customer needs from the personal, small meeting room, office room to the large meeting rooms and boardrooms.
  - o Display Install configuration form Web based, Standalone, Wheel based, or Wall Mount based.
  - o Integrated codec based end point for optimum cost and best of quality with option to buy display unit separately.

- **Service Flexibility/Inter-operability**
  - o Integrator packages option support to clients who already have the display monitor or want to buy separately.
  - o Interoperability with third-party video units.

- **Highly Scalable:**
  - o Add and remove rooms and users, as and when they are required eliminating time and lag involved with project deployments.

- **Fast and responsive**
  - o Seamlessly add resources to infrastructure – truly scalable Enterprise or Ecosystem on-demand IT, reducing training costs and requirements.

- **Services Support**
  - o Customer Web Self Service Portal for scheduling & managing the Video Conferences.
  - o Ticket Based or Complete Services Support ensuring high availability.

- **OPEX and CAPEX**
  - o "RENT", "LELASE" vs. "OWN" iBCC-PaaS conferencing assets with financial flexibility.

- **TCO Optimization**
  - o Low price for performance with the systems optimized for both high and low bandwidths to help you balance cost with functions.

- **Flexible Pricing & Usage options**
  - o As video infrastructure resources can be added/ removed according to workload demands, clients only pay for what they use (Flexible OPEX based on Commitment + Overage).

- **Video Conferencing System Solution Delivery**
  - o Through a powerful combination of technologies and design it allows you and remote participants to feel as if you are all in the same room, the service portfolio has the potential to provide great productivity benefits and transform your business.

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4.   SERVICE DELIVERY MANAGEMENT

4.1.   Service Availability (SLA)

Separate comprehensive SLA document is there which is to be mutually agreed.

4.2.   Service Activation & Establishment

To commence Service Activation and Establishment, the client is required to sign a NETSTAIRS PTLA Services Agreement, fill in necessary service subscriptions and necessary automated payments.
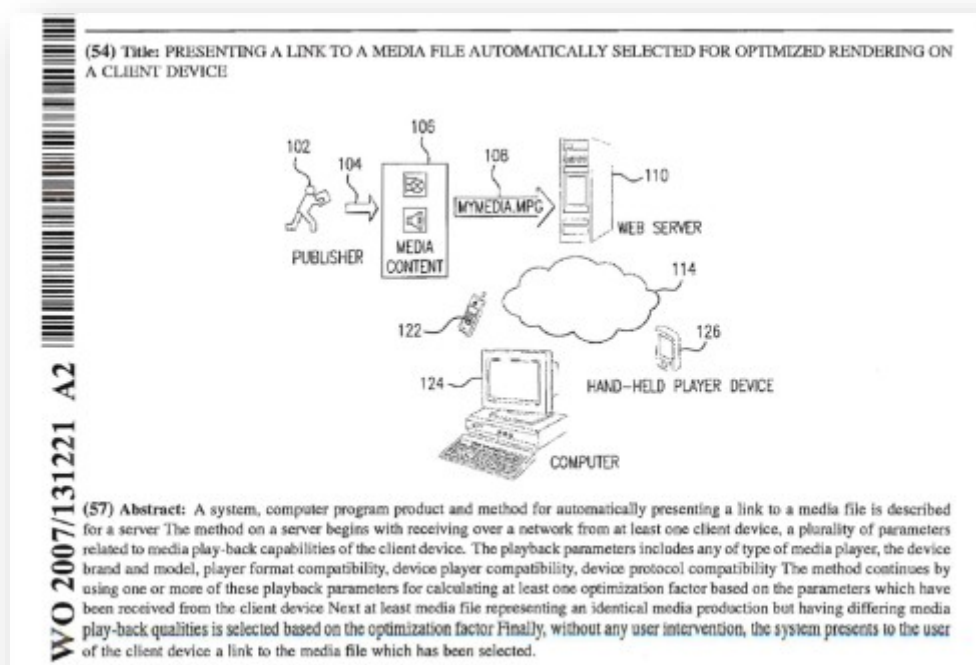
4.3.   Service Management

For any service disruptions, the client can contact NETSTAIRS Service desk by Video, or Web Form, Ticket, Email or the Management Portal. Moderators can raise requests online or other service administration requests.

4.4.   Service Reporting

The Managed Video Conferencing Service includes the reports available on demand including Setup Summary and Usage summary including:

- Usage – Who, When, Where.
- Based on PTLA ownership, 3rd party analytics such as clicky.
- Usage reports – by data range, meeting type, location, system, user, department, etc.
- Issue / trouble reports – by location, type of problem, time to resolution, status, etc.

(54) Title: PRESENTING A LINK TO A MEDIA FILE AUTOMATICALLY SELECTED FOR OPTIMIZED RENDERING ON A CLIENT DEVICE

(57) Abstract: A system, computer program product and method for automatically presenting a link to a media file is described for a server The method on a server begins with receiving over a network from at least one client device, a plurality of parameters related to media play-back capabilities of the client device. The playback parameters includes any of type of media player, the device brand and model, player format compatibility, device player compatibility, device protocol compatibility The method continues by using one or more of these playback parameters for calculating at least one optimization factor based on the parameters which have been received from the client device Next at least media file representing an identical media production but having differing media play-back qualities is selected based on the optimization factor Finally, without any user intervention, the system presents to the user of the client device a link to the media file which has been selected.
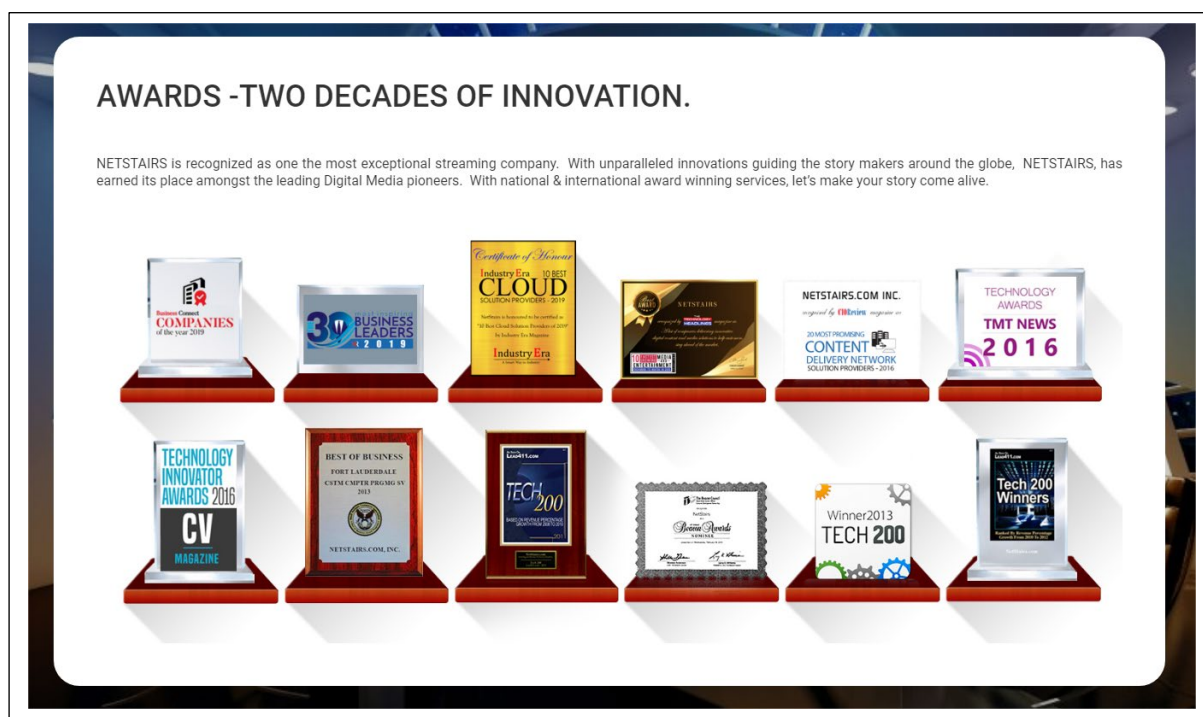
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5.   SUMMARY

NETSTAIRS brings 19+ years of interactive video and WebRTC innovation to life. Real-time communications with video streaming are the genesis of an insightful transformation to inspired digital economy, by connecting creative minds, machine intelligence, while embracing human diversity.

We strive for excellence. From consultative service to white glove service, we help clients to achieve the highest level of results founded on many-to-many and real time streaming video.

Visit https://netstairs.com or email: inquiry@netstairs.com or visit your

Authorized PTLA Partner

. . .

AWARDS -TWO DECADES OF INNOVATION.

NETSTAIRS is recognized as one the most exceptional streaming company. With unparalleled innovations guiding the story makers around the globe, NETSTAIRS, has earned its place amongst the leading Digital Media pioneers. With national & international award winning services, let's make your story come alive.

Listen to Telecom Reseller Podcast: When 5G Meets video ZIMZIM begins.

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