infacom

Infacom Ltd, Newhaven Enterprise Centre, Denton Island, Newhaven, East Sussex, BN9 9BA, United Kingdom
+44 (0)1273 579930 / info@infacom.co.uk

Assured for Teams
Remote Collaboration

Real-time systems for your teams working brilliantly, remotely, with better collboration tools and methods

nūreva™ | Microsoft® Teams | ◆ Jira Software

£1450pcm (paid quarterly or £1850 monthly)

STANDARD FEATURES
Infacom Assured

Infacom professionals have a broad experience base that enables them to deliver a very high standard of remote collaboration support and training. They will upskill your teams to follow the best practice methodologies and help your team adapt their behaviour and adopt new practices for better collaboration.

Our team are trainers, change experts, tech-enabled, IT support solutions specialists, experienced meeting facilitators with the systems, experience and solutions to assure you can do what you need to do remotely, do it brilliantly, and conduct business more efficiently and productively.

Each of our packages provides access to the standard features, which includes:

☑ **Nureva™ Span™ Infacom Assured Deployment**
We provide you with up to three creator licenses and rapid training for your team leaders to drive collaboration. The assured package includes unlimited contributor and viewer licenses for your teams to work with as many others as you need, internal or external to the organisation. The set up of collaboration platform and all associated work is all done for you.

☑ **Collaboration Training & Troubleshooting**
We survey all users to establish level of readiness (tech, experience, competency) to begin on-line meetings then run collaboration training to allow users to drop in and test, trial and learn how to work with the new remote systems. We troubleshoot to resolve all issues promptly.

☑ **Continual Improvement Consultations**
We keep your team at the top of their game by consulting to understand successes and blockages. We regularly develop the remote user guide and assess performance against the targets then determine the improvements required.

PACKAGE DETAIL
Assured for Teams

The Infacom Assured for Teams package provides the systems, support and consultancy you need to get and keep your groups operating remotely. This is ideal for project or program managers who needs a support service for 2-3 remote teams or groups of less than 20 people.

With this package have up to the set number hours of training and support each month. The Infacom Assured for Teams is ideal for each team to have dedicated support within the organisation or for one or two teams to build their remote capability.

Choose this package for teams who do not have complex systems or mission-critical scenarios to manage remotely.

⊞ The standard Infacom Assured deployment for remote collaboration. Group training on collaboration best practice to improve efficiency and effectiveness. Booking limited to 8 Hours of collaboration training per month.

⊞ Infacom technical and facilitation support, limited to four troubleshooting requests each month.

⊞ Collaboration training resource on ensuring the essentials are completed training resource is then focussed on implementing agreed improvements or pre-meeting prep and dry runs.

⊞ We are on hand to assist with pre-meeting content preparation of the workspace, how to operate, adding links and other content requiring distribution before a meeting.

⊞ External session preparation dry runs to test all setups with all users before meetings to ensure everything can run smoothly.

⊞ Assured for Teams can be temporarily upgraded to critical or enterprise packages for up to one quarter every year.