Part Two of the NFS eBook Series

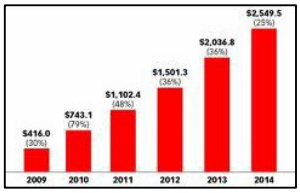
Scheduling Technology for Video Conferencing & Telepresence

www.nfs-hospitality.com

NFS Launches Part Two of eBook

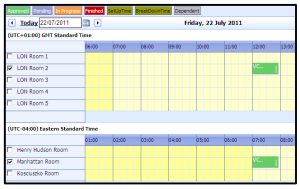
NFS has published Part Two in its series of eBooks based around scheduling technology for facility managers. **'Scheduling Technology for Video Conferencing & Telepresence'** is now available for download at **www.nfs-hospitality.com**. Below is a summary of the main points covered in this edition.

Scheduling Technology for Video Conferencing & Telepresence



Global Market Trends

Here we give a summary of global trends in the Video Conference space, and we take a look at the driving forces behind increased adoption of the technology around the world, both now and in the future.



Business Case for Video Conferencing & Telepresence

We present a few of the reasons why your organisation should consider implementing VC technology, including unquestionable ROI, the benefits to be achieved through integration with scheduling software and also the ability to conduct much greener meetings.

Unified Communications are Changing the Business Landscape

In this section we highlight how meeting room systems now encompass the capability to support video communications – or unified networks of voice, data and video - in one, streamlined solution, as well as concerns about the costs of this technology, the bandwidth issues and the future of VC as costs continue to fall.

What are the Pitfalls to Implementing VC Technology?

Some of the challenges faced by NFS clients currently using VCTP systems are addressed in this section, as well as responses to a survey of VC users which outline the many technical and operational issues that VC technology creates.

Changing the Business Culture

To get the very best out of your VC implementation you will need to ensure the entire organisation is using the technology as an everyday communication tool – and this needs to begin at senior level. VCTP can have enormous impact on business meeting practices, green initiatives and overall costs to the company.

Established in 1994, NFS is a leading provider of scheduling technology to corporate and commercial businesses around the world. With offices in the UK, Ireland, USA and South Africa, and an international customer base of over 1,000 clients, NFS offer a fully manned, 24/7 helpdesk and consulting & training services for all clients.

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FACILITIES TECHNOLOGY

PART TWO of the NFS eBook Series
Scheduling Technology for Video Conferencing & Telepresence

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PART TWO of the NFS eBook Series

Scheduling Technology for Video Conferencing & Telepresence

Introduction

> *"Telepresence in the marketplace started off as a heavyweight application, but in the future it will be a lightweight application; perhaps as easy as a phone call, an email, IM or text."* **Marc Trachtenberg**, Founder, Teliris Telepresence

Thank you for downloading Part Two of our eBook series: **Scheduling Technology for Video Conferencing & Telepresence**. In this eBook we will look at how and why the use of video conferencing and telepresence technology is steadily increasing in today's business environment.

The technology has seen tremendous improvements over the past several years and more and more companies are beginning to understand the benefits, both financially and environmentally, of its implementation. Video Conferencing & Telepresence (VCTP) plays an important role in facilitating collaborative efforts among disparate workers and is also increasing between vendors and their clients, since so many organisations have or are putting this technology in place.

For teams of workers scattered amongst remote offices, the use of VCTP allows them to work together in a face-to-face setting without having to take the time and incur the costs of travel, due to the advancing capabilities of webcams. When current and prospective clients require old-fashioned face-time, but schedules and budgets just don't permit, VCTP can be a great alternative, allowing vendors to establish and maintain that bond and trust through a near-live experience.

Reduced costs and shrinking of the carbon footprint are also key factors behind the increased deployment and use of VCTP technologies. 'Green meetings' and flight avoidance lead to significant benefits for companies using VCTP.

We will explore these and other concepts throughout this eBook.

Market Trends

The market for video conferencing is changing and with heightened development of the technology, coupled with increased adoption on a global scale by organisations in many different sectors, this new way of conducting meetings can transform the whole culture of your business. Here are some key market trends in relation to video conferencing, from a range of reliable sources:

Trends in the Mid Market

Businesses in the mid-market sector are expected to perform as well as large companies, providing high-quality products and services, but they have to do more with less, working with fewer resources, less people and a reduced budget. These companies generally sacrifice features for simplicity and value, and focus more on total cost of ownership, favouring products that are simple to install and easy to use and maintain. Cloud-based or hosted solutions are an emerging option for some, but others continue to own or lease their equipment and are not comfortable with a SaaS delivery model.

METISfiles believe that the market for VC will increasingly be one of low-cost cloud solutions, based on a 'freemium' – or free, premium business model - and driven by quick adoption in the consumer/worker environment. They say: "Video is all about people wanting it and not about organisations pushing it."

European Video Conferencing Endpoints Market Increases by 20%

The VC endpoints market in Europe grew to approximately £325 million in 2010; an increase of 20.3% from 2009, according to a recent study which states that: "Video conferencing comes as a key solution for companies that are looking to build and consolidate business relations while saving time and money." The report states that adoption of VC technology will remain strong over the next few years in Europe, as the new generation of VC systems brings an enhanced value proposition and demand levels remain high. Revenue growth will be generated by increased adoption of VC as part of unified communications solutions and the rising penetration of video in SMEs.

Frost & Sullivan Research Analyst, Iwona Petruczynik, believes the need for organisations to reduce their travel cost while maintaining communication with their workers and clients will be the key driver of the endpoints market. In addition, she says: "Efforts by vendors and customers in verticals like government and healthcare to harness the power of VC are leading to a wider application base. Both these factors will expand the potential target market for VC systems and lead to increased adoption."

Australian Video Conferencing Market Reports Healthy 33% Growth

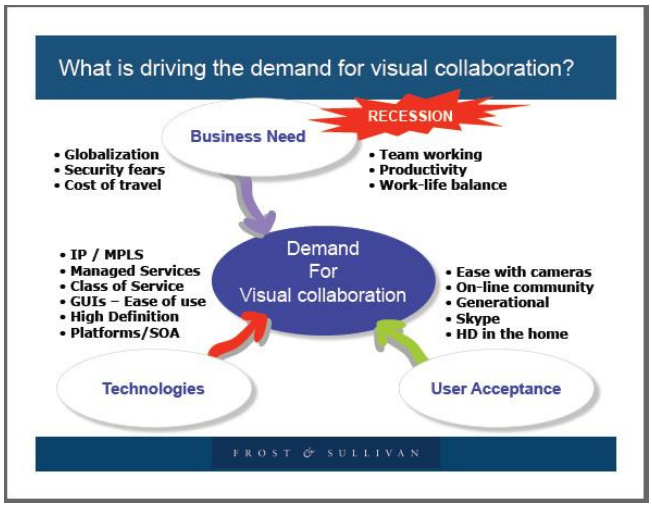
According to Frost & Sullivan, Government incentives and pent-up demand following the global financial crisis helped the Australian VC market to increase revenues by 33% in 2010. The market is expected to more than triple by 2017, growing at an estimated combined annual growth rate of 19.1%.

The strongest segment of the market was room-based systems, otherwise known as video conferencing endpoints, which accounted for 66.7% of all VC revenues in 2010.

Global Market Sees Desktop & Mobile Video Coming to the Fore

Enormous growth potential for video in all its forms is just starting to emerge in enterprise communications. Global revenues for the VCTP endpoints market in 2010 grew at a robust 17.8% over 2009, driven by a move drive to cut travel costs and enhance the communications experience. Global VC revenues are expected to reach approximately £2.8 billion in 2016.

In the past year, the VC market has seen significant new product development, price reductions and consolidation. While the market for room systems will continue to grow, the fastest acceleration will be seen in desktop and mobile VC. Vendors are working to help customers support an end-to-end video strategy that spans immersive and room-based VC to desktop and mobile video. Growth in the SME market is expected to accelerate significantly as customers adopt pervasive video, including desktop solutions, for large numbers of employees.



From "Beyond the Hype - Telepresence Can Deliver Sustainable Business Advantages" by Frost & Sullivan.

Business Case for Video Conferencing & Telepresence

An Unarguable Return on Investment

A key factor in justifying any business decision, particularly in an economic downturn, is the need to generate a high return on investment. Video conferencing and telepresence technology offers an excellent ROI as it enables the organisation to make tremendous savings, especially on travel. However there are also less tangible opportunity costs of senior executives working away from home.

To illustrate the point, consider two Teliris telepresence clients:

* **Customer A:** In 2009, approximately 2,200 telepresence meetings were held, saving the customer over 6,400 flights and nearly £10 million.
* **Customer B**: In 2009, nearly 800 telepresence meetings were held, saving the customer nearly 2,000 flights and nearly £3 million.

> *"I think the numbers speak for themselves and certainly go a long way to showing the sort of ROI a customer stands to enjoy from owning Telepresence systems. When you couple these factors with the collaborative nature and flexibility of Telepresence, and consider the virtual non-impact of global incidents such as the recent Icelandic ash cloud, there is a strong case to own Telepresence."* **John F. Shaw**, Director of Software Engineering at Teliris, Inc.

Whilst it's easy to see the benefits of VCTP in pure micro-economic terms, there are less obvious macro-economic stimuli that have accelerated its adoption. As a business continuity tool this technology recently came into its own. Evidenced by one Teliris client, the Icelandic ash cloud crisis produced a **25-30% increase** in weekly telepresence meetings, and demand for meeting requirements almost doubled from **28.5%** to **50%** of new meetings being created. It's clear that the disaster caused global disruption and that many companies had no alternative means for holding meetings, so their businesses would have been severely affected by flight cancellations. Companies that did have VCTP technology in place saw increased useage during this ten-day period.

ROI largely depends on the travel habits of each individual business. One with heavy air useage could have an employee who travels business class to the US on a regular basis; each individual trip could pay for one boardroom system at the organization. A business that has ten salesmen travelling to the Head Office once a week could save 200 miles' driving time and half a day's travel time by allowing them to call in to the company network from their desktop.

Many different industries are using VCTP to satisfy their meeting needs. Once you've identified the ways your own organisation could potentially use this technology, it's worth calculating the time and resources you currently spend on these activities and then working out the ROI of replacing these with VC.

For example, you could look at:

- How many people are travelling to meetings?
- What does this travel cost?
- How could your staff use their time to better effect through travel reduction?
- How long does your organisation need to take a product to market, complete a consulting project, hire a new employee or troubleshoot a problem?

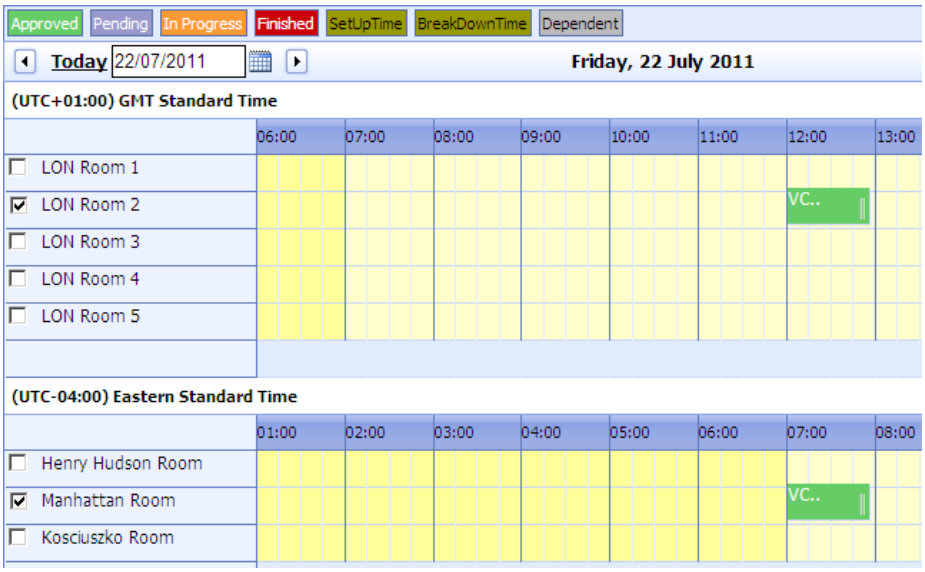
By accessing the ROI calculator at http://www.businessadvantagecalculator.com/ you are able to assess how much your organisation is spending on travel, based on the number of people on the road, typical distances and average salaries. You can then see the potential savings to be made in these areas using VC technology.

Operating Expenses vs. Capital Expenses (Opex vs. Capex)

Another detail to consider is whether your organisation will benefit more from purchasing scheduling and VCTP technology as a Capex model or obtaining access to these solutions as a hosted or SaaS offering and pay-as-you-go Opex model respectively. The top technology companies will offer both, help you determine the ROI and TCO on each scenario, and support your decisions and implementation requirements regardless of the model you choose.

Integrating Scheduling Software with VCTP Technology Brings Great Benefits

Scheduling technology is an adjacent solution able to make VCTP technology an even more valuable tool within the organisation. A comprehensive scheduling solution will allow you to schedule resources, such as rooms, AV equipment or catering, and should also allow you to schedule flexible workspace if so desired, personnel (AV technicians, consultants and trainers) and just about anything else.



Rendezvous Workspace - Sample Diary Screen.

Managing multiple resources across multiple time zones couldn't be easier.

However, an ever-increasing, critical aspect of scheduling solutions is the requirement to manage and possibly integrate with VCTP facilities, although there is still plenty of benefit to be gained with no direct integration between the two systems. You can still manage and schedule the VCTP space and invite attendees.

With a solid scheduling system, special permissions and request/approve processes can be put in place for tight oversight so that you can manage your VCTP facilities very closely, or you can implement a first-come, first-served environment with the use of self-service interfaces. You could also have a mix of both these scenarios.

But going a step beyond, with direction integration between scheduling software and VCTP technology there is even greater benefit to the organisation. In addition to fully managing the entire scheduling process of VCTP space and attendees, the scheduling system could, via an interface, instruct the VCTP systems when to activate to start a conference and when to deactivate to end a conference, automating yet another step in the process of managing your overall VCTP facilities.

Facilitating Green Meetings

Going green continues to be a high priority for senior management within most organisations. Not only does this involve improving energy efficiency and reducing physical waste, among other acceptable methods, but many companies are considering and implementing dramatic changes to the way their meetings are conducted - both internal and external - in their efforts to go green.

Green meetings encompass remote meetings and VCTP technologies, and as business becomes ever more globalised, reducing travel has a significant impact on efforts to shrink an organisation's carbon footprint. VCTP systems have been in use for some time, but their use is gathering speed as a greener alternative to airline travel, and as a smart and effective solution for face-to-face interaction. The scheduling and management of these technologies will be critical in the planning and execution of successful green meetings which are critical in the shrinking of the corporate carbon footprint.

Going green through the increased use of VCTP technology requires leadership from the top, which has the influence to change business behaviour throughout the organisation. So what do you need to do?

1. A comprehensive needs-analysis of requirements is a critical first step, as getting participation from frequent VCTP users will strengthen the initiative.

2. You should then define the internal processes and policies to manage the use of VCTP technology, applying flexibility and imagination. Once the parameters are defined, implementation plans must also be outlined.

3. Listen to qualified vendors and professional consultants for expert advice in order to develop a realistic timeline, set milestones and decide upon go/no-go priorities.

4. Work directly with vendors to see which scheduling solutions fit your requirements and can be configured to support your internal processes - not the other way around. Once the vendor list is narrowed, you should proceed with online or onsite software demonstrations to further pinpoint the best qualified solutions.

HVAC Integration for Sustainable Meetings

HVAC integration is another aspect that contributes to sustainable or green meeting practices and whilst not directly related to VCTP technology, it is directly related to shrinking the carbon footprint. Not only will a comprehensive scheduling solution be able to help companies manage and schedule VCTP technology and VCTP space as well as all other types of space and resources, it will also allow them to manage how the HVAC system runs in conjunction with meeting schedules.

There is no sense in heating or cooling a meeting or VC room if no one is using it at the time. Based on room schedules and expected occupancy, the scheduling solution can feed data to an HVAC system, causing it to turn up/down or on/off as needed. Rules and parameters can be configured into the scheduling system to optimise the use of HVAC.

> *For example, if you have a meeting room filled to capacity for a meeting starting at 10.00am, the HVAC system can be instructed to turn up the air conditioning a notch or two in anticipation of the body heat expected with a full room. Or, if you have meeting rooms along the north side of the building, which tend to be a bit colder in the winter, the HVAC system can be instructed to kick in ten minutes prior to the start of a meeting. The scheduling solution triggers this via direct integration with the HVAC system.*

Improve Productivity in Just a Few Clicks

As companies pursue collaboration initiatives to improve productivity within geographically dispersed groups, VCTP will play a major role.

- The technology will facilitate less travel and increased productivity
- Less time spent travelling means more time to attend important meetings and work on critical projects, as well as more time to be available for your staff and coworkers
- More face-time via VCTP will also foster quicker decision making, better relationships between groups across multiple locations and greater focus from meeting participants
- VCTP face-time has tremendous potential to help improve vendor-client relations and build customer loyalty

With the use of a comprehensive VCTP scheduling solution, planning and executing these meetings will be easier and faster, with no time spent making travel arrangements, or indeed travelling. Instead, time could be better spent collaborating with colleagues and clients.

With just a few clicks in the scheduling software you are able to book and confirm a VCTP meeting with all the proper resources and attendees, across time zones if necessary. This quick and simple process will leave you more time for core job responsibilities.

How Unified Communications are Changing the Business Lansdcape

Communications in the past were voice and analogue and then came data communications, using digital and IP, with shared bandwidth for voice and data. With the next stage - video communications - we move to unified networks of voice, data and video, with meeting room systems encompassing the capability to support these in one, streamlined solution.

ITSL Group are a specialist UK firm that provide reliable, integrated, walk-up-and-use audiovisual and video conferencing solutions to corporate, education and public sector organisations. These solutions enable the emerging unified communications environment to be fully utilised. For example, they can equip a meeting room with touch panels to control heating, lighting, AV, etc, giving customers a single solution to manage a number of different functions. NFS spoke to Duncan Savage, Services Director and Founder of ITSL Group, to get his perspective on VC technology in the business arena today.

Q. It is perceived that VCTP technology is expensive. Is this true? How can people make a cost-effective investment?

DS: No, this isn't true. Ten years ago, implementation of a VCTP system was quite expensive, but now that it requires less bandwidth the costs have come down significantly. It does pay to choose the right partner from the outset and your choice should take into account hardware, which can be costly, and also the networking infrastructure required to deliver the service.

There are now solutions that offer dynamic and affordable options with full 1080p conference and data sharing, straight out of the box, with no additional licensing costs. In addition, you can buy telepresence suites from around £80,000, rather than spending up to half a million pounds per room. Where there's a need for larger group, i.e. the company's entire sales force, to engage in using VC, there is technology now coming on the market for as little as £5,000 per boardroom installation.

Q. Is implementation of VC technology as complex as many companies fear, and should they be concerned about bandwidth?

DS: The methodology of the deployment depends on the number of endpoints (meeting rooms) you have running from day one, as well as the anticipated endpoints over a certain time period. For a simple office link - such as Office A in London and Office B in New York - you can connect point to point across the network using as little bandwidth as 768KB per second per endpoint.

In addition, bandwidth needs are lessened over time. Further down the line you may need, for example, to conduct multi-party VC conferences with external or internal parties, supporting Office A and Office B. In this scenario you could then deploy bridging technology, or hosted bridging technology, and a base station with suitable bandwidth, to manage all multi-call traffic.

Q. What methods do you suggest for increased adoption globally?

DS: VCTP technology needs to be promoted from the top down. If MDs and CEOs communicate daily with the office using video, it can be drilled down as an accepted form of communication. Staff won't use VC technology if their managers are not seen to be doing so; it has to start at corporate level.

Q. What do you see as the future of this technology as costs come down?

DS: The industry can expect to see substantial growth in VC usage over the next five years given the many changes and developments that we are now experiencing in this area.

* The convergence of technology, infrastructure and applications is now making Desktop Video Telephony a reality. IP telephony infrastructures are gaining ground in the marketplace due to equipment prices falling and also the fact that the industry is beginning to appreciate the potential of this technology as a platform for new applications.
* Desktop and group video technology is becoming easier and cheaper to deploy, run and maintain, making it a more viable option.
* Hardware suppliers are enhancing their desktop cameras and OS providers are developing their software at desktop level to enable video, including HD capability. These trends will encourage greater use of desktop VC.
* As VC technology advances this will encourage greater use as it will be more convenient for users to get online and converse with their colleagues around the world, at little cost to the company, and with a lot less time spent getting from A to B.
* The future of VC will be just one part of the unified communications concept, where all platforms are IP based and interoperable. For example, your VC system will integrate to the IP telephony system, which in turn links to Microsoft Outlook and Microsoft Link Server as well as to your hospitality software, such as the Rendezvous scheduling solution.

What are the Pitfalls to Implementing Video Conferencing Technology?

As with any technology, VC is not without its pitfalls. Some of the challenges faced by NFS clients currently using VCTP systems in their offices include:

- Users find the experience too complex so do not encourage others to adopt
- The organisation doesn't have at service level the sufficient contingency plans to deal with changes to meetings
- VC meetings will generally involve multiple users, in different countries and time zones, with different cultures, so these elements have to be considered when implementing a VC solution

In 2010, the US-based National Center for State Courts conducted a country-wide survey to ascertain what problems were being experienced with VC technology - which is widely used in US courts by judges, defendants, witnesses and other court members. The responses to this survey highlighted the many technical and operational issues that VC technology creates. Below is a summary of the main pitfalls found.

The Most Common Problems Associated with VC Systems

- Human error or lack of familiarity with unit
- Older units in remote facilities
- Connectivity problems, although often it is more an issue of operator error
- Lack of technical staff at some locations
- Antiquated equipment breaks down and replacement parts are not available
- Lack of funding from governing body to support the technology
- Lack of buy-in from executives
- Cost of equipment and/or infrastructure
- Managing multiple HD camera feeds
- Firewall issues between locations and business partners
- Audio problems
- Users unable to see speakers on screen - can only hear them
- Bandwidth issues
- Data line carriers
- Network configuration issues
- Communication issues if some of users have out-of-date equipment
- Connecting with out-of-state users
- IP addresses not correct
- Delay in response time
- Time delay between picture and words
- Far-end incompatibility
- Lack of adequate user training
- Connection problems with participants if they are only allowed outbound calls
- Lack of technical support to address any problems as they arise
- Interference and feedback from other electronic devices or radio bleed over ISDN line communications
- If hardware fails, it can be hard to schedule time to replace equipment. Down time may be a day or so, but many times it takes longer to fix ISDN telephone problems
- Lack of willingness to use the system at senior level

Changing the Business Culture

Get Everyone on Board

Even if you make all the right technology decisions and implement everything correctly, you may still find that video conferencing is not embraced by the whole company; that not all employees are using the new communication tool. In this case you will have invested in something that is not working to its full potential.

Video conferencing needs to be used company-wide as a collaborative tool to save time and travel costs. If it is going to secure a good ROI then staff need to be given key messages about the technology, such as: You can sit at your desk to meet with clients from all around the world or have virtual, face-to-face meetings with colleagues.

After a vendor selection has been made, leadership must continue to seek participation and buy-in from affected parties. Good VCTP and scheduling solution providers can help ease the transition with expertise on change management in their respective areas.

> *"Video Conferencing has created strong awareness (90%) after 25 years of commercial availability. Telepresence shows rapidly growing awareness among executives (30%)."* **Dominic Dodd** - Global Program Director, Frost & Sullivan Unified Communications & Collaborations

One way to obtain buy-in and support from employees affected by a change in your VCTP processes is to remind them that this is:

- **A.** A way for your company and its employees to go green
- **B.** A way for your company to save money in the medium and long term
- **C.** A way for your company to offer greater flexibility regarding where employees do their jobs
- **D.** A way to offer more meeting options for employees and clients

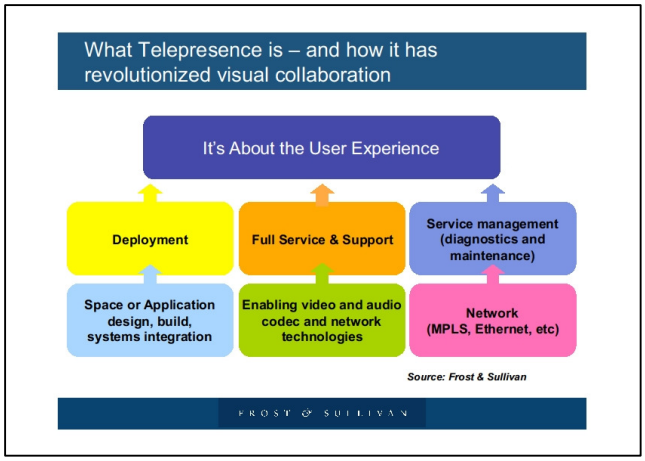
Joost Deckers from Talk &Vision points out that integrating video conferencing into an organisation is more than implementing a new technology. He says the necessary shift in corporate culture probably costs a lot more than the high-end enterprise VC system itself; so many large, new projects have failed just because people did not feel committed.

Enable Collaborative Efforts and 'Face-Time'

One of the key drivers for increased VCTP useage involves the need for more and more collaborative efforts among teams of workers. Subsets to this core driver include productivity, flexibility and a better work-life balance.

While the recession has been a big factor in cutting funds for business-related air travel and hotel stays, the overall productivity of disparate teams and also the work-life balance of employees are also key. Offering a good balance is a great way to attract and retain top talent as spending less time away from home and family is an important benefit to many workers.

Research demonstrates that remote workers thrive when given the opportunity to work as a team via video conferencing and telepresence. That valuable face-time, personal interaction and eye contact make a big difference when trying to foster teamwork, plan and execute projects, and come together on important decisions. People identify better with one another when they've been able to 'meet' and 'see' each other, even if it is via technology.



From "Beyond the Hype - Telepresence Can Deliver Sustainable Business Advantages" by Frost & Sullivan.

When decision makers are in other locations, or ideas and concepts are flowing from another site, how can you reach those people or harness that creativity? VCTP allows employees, colleagues and bosses to collaborate more effectively no matter where the team members reside.

Making it Happen

Video conferencing and telepresence technologies are having a fundamental impact on business meeting practices. NFS has found that, through greater adoption of technologies provided by vendors who foster and promote effective and successful remote meetings, companies can shrink their carbon footprint whilst also saving substantial amounts of money on unused or under-utilised property and travel expenses.

As an example, let's take a quick look at an NFS implementation of integrated technology for a major US law firm:

> *The organisation, with 4,000 lawyers in more than 65 offices worldwide, was seeking a more integrated approach to room and resources management. More importantly, they were looking for a way in which their staff could use scheduling technology in a more flexible manner. The solution provided by NFS was to configure a Self-Service interface in Rendezvous which brought together these elements, including seamless integration with VCT technology. This enables flexible working and also provides the organisation with a robust toolset to manage video conferences and other meetings and resources more efficiently.*

Summary

In closing, the growing use of Video Conferencing & Telepresence technology is expected to continue, with demand reaching over 30,000 telepresence installations globally by 2014.

Scheduling technology, when coupled with new or existing VCTP solutions, extends the benefits of VCTP even further by making it easy for employees to schedule VCTP meetings and events. More VCTP meeting and events means better work-life balance, reduced costs, reduced waste, a smaller carbon footprint, increased employee satisfaction and increased customer loyalty.

Will your organisation take advantage of these technologies and start reaping the benefits?

About NFS Scheduling Technology

Our ***Rendezvous*** technology suite is designed to provide easy-to-use, browser-based solutions which can be deployed across many different scheduling environments. Our technology offers rich functionality and the ability to handle complex, enterprise-wide room, resource, event, flexible workspace and VCTP scheduling.

RENDEZVOUS WORKSPACE

Designed for the corporate sector, ***Rendezvous Workspace*** is a browser-based facility scheduling software solution that can be deployed with equal effectiveness in single sites and in organisations spanning multiple locations and time zones. This easy-to-use, fully integrated scheduling software enables the booking of Meeting Rooms, Hotelling & Hot Desking, Car Parks, Catering, Video Conference & Telepresence and AV.

RENDEZVOUS EVENTS

Designed with commercial and unique venues in mind, ***Rendezvous Events*** is fully integrated scheduling software for conference management, meeting management, catering and resources. The solution includes Sales Management, Diary Management, Management & Utilisation Reporting, Event Booking & Billing and a Self-Service Interface.

RENDEZVOUS SAAS

Rendezvous SaaS is offered as a hosted solution which comprises fully integrated, reliable Rendezvous functionality delivered from a highly secure, hosted platform over the internet. It is offered as a subscription-based service (SaaS), so clients don't need to make large investments in infrastructure technology which can be costly and delay implementation; nor do they have to invest in upgrades as these are included in the service and managed by NFS. Our ***Rendezvous SaaS*** solution also comes as a fully managed service, eliminating the need for on-site IT staff and complex back-up procedures, as well as many other issues related to supporting a powerful business application.

Find Out More

Should you wish to find out more about our scheduling software, please don't hesistate to contact us:

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