Jenne® is your Value Added Distributor for Scopia Video Conferencing

Jenne is a national Valued-Added Distributor (VAD) of IP telephony, data networking, video and visual communication and security technology products. The company is headquartered near Cleveland, Ohio and has been in business since 1986. We are experts in Scopia Video Conferencing Solutions from Radvision, an Avaya company.

The Jenne Team is Available to Help You

- Dedicated on-boarding and enablement team
- Jenne University offering Avaya Scopia technical certification training and testing and other user focused training classes
- Configuration and design assistance, including pre- and post-sales and technical support
- Access to demonstration equipment and virtual rooms for trials with a reseller’s end-user customers
- Demonstration assistance provided by an experienced Jenne demo specialist
- Implementation and installation services nationwide, including on-site and remote installation services
- Same-day shipping from Jenne’s on-hand, in-stock inventory
- Service contract and maintenance management and renewal portal
Jenne University – Delivering Avaya Scopia Solutions for Video Communications

Jenne University is the place where training and support converge. While other distributors outsource their training instructors and facilities, Jenne maintains its own brick and mortar training center where our customers can gain technical or sales expertise. Our state-of-the-art training facility incorporates fully equipped classrooms with the most up-to-date equipment.

Jenne offers the Avaya Scopia Solution for Video Communications course which is designed for System Engineers and IT Managers to help them to fully understand the features, benefits and overall operation of the Scopia Solution. The course is for Avaya business partners and employees with installation and implementation responsibilities. Upon completion of the course, students will sit for the certification testing on-site, as Jenne University is an accredited Pearson VUE Testing center. Jenne University also is consistently recognized by Avaya’s Learning Partner Recognition Program, capturing the “Highest Student Satisfaction” award and the “Highest Response Rate” award. Visit www.jenne.com for the current class schedule.

Tier 1 and Tier 2 Avaya Scopia Jenne Technical Support

Jenne’s Technical Support team provides Tier 1 and Tier 2 support for Avaya Scopia partners who are not co-delivery certified. Tier 1 and Tier 2 support is offered as a block of hours. The block is not tied to any specific product or installation and may be used on any Avaya Scopia product purchased through Jenne. Support includes:

- Direct access to Jenne Tier 1 and Tier 2 technical support team consisting of five (5) Avaya Scopia certified technicians.
- Support hours of Monday through Friday, 8 a.m. to 6:30 p.m. EST.
- Escalation to Tier 3 and Tier 4: Product(s) must be under current Silver maintenance plan and serial number will be required for verification.

Operational Support and Excellence

Jenne provides unparalleled operational support – we are experts in distribution!

- Same-day shipping on orders placed before 7 p.m. EST.
- An industry-leading order fill rate – 99.98 percent.
- On-time shipments: 99.89 percent.

Service Contract Portal Renewal

Jenne’s Service Contract Renewal portal helps you manage product and service contracts, including those for Avaya Scopia, streamlining and managing what can be a difficult process. When a service contract is up for renewal within any Avaya Scopia solution purchased from Jenne, resellers are notified well in advance so they can capture what otherwise might be a lost revenue opportunity.

- 90, 60, 30 day reminders of service contract expirations.
- Captures proactive revenue opportunities.
- Easy to deploy.
- Easy to maintain.
Scopia Video Conferencing

The Scopia product portfolio is a powerful combination of hardware and software products that is fully standards-based and offers the highest performance available in today's video conferencing solutions. Interoperability and interconnectivity is provided between any video-enabled devices, such as a telepresence system, a conference room, a desktop or mobile video system, and with other telephony and unified communication solutions. Scopia solutions are used by institutions, enterprises, and service providers to create high quality, easy-to-use voice, video, and data collaboration environments, regardless of the communication network.

Scopia Solution Products

Scopia® XT Telepresence Platform:
Creates a lifelike, immersive experience replicating the feeling of meeting in-person. Is customizable to the unique requirements of rooms and customer needs.

Scopia® Room Systems:
The XT5000 is the flagship product in the Scopia series of room systems. The only system on the market to incorporate dual 1080p/60fps live video and content, HD audio, simultaneous H.264 High Profile and Scalable Video Coding (SVC), and multi-party calling. The XT4200 offers outstanding value and is a cost-effective HD video communications system specifically designed for the needs of smaller and mid-sized conference rooms. The XT1200 supports two simultaneous streams of HD video at 1080p/30fps.

Scopia® XT Executive 240:
An executive desktop video conferencing system with an optional embedded MCU. It is the industry’s only desktop system to offer 1080p/60fps along with simultaneous H.264 Scalable Video Coding and H.264 High Profile.

Scopia® Elite 5000 and 6000 MCU:
This platform for HD multi-party conferencing features dual 1080p/60fps video channels and simultaneous H.264 High Profile and SVC to deliver uncompromised multi-party collaboration. Hybrid software and hardware architecture with powerful accelerator components helps enable unmatched density.

Scopia® XT Meeting Center:
A premium HD room system integrating single or dual 55-inch 1080 in a specially designed cart for turnkey implementation. The system is easy to use and its modern design complements any conference room.

Scopia® Pathfinder Firewall Traversal:
A complete firewall and NAT traversal solution enabling secure connectivity between enterprise networks and remote sites. Scopia Pathfinder maintains the security and advantages of firewall and NAT over multivendor video networks. It allows seamless integration with existing video endpoints and infrastructure.
Scopia Solution Products continued...

Scopia® Control:
Is an Apple iPad Application for control of Scopia video conferencing room systems. Its highly intuitive user interface virtually eliminates the learning curve for using a video conferencing system.

Scopia® Gateway for Microsoft® Lync™:
Connects the H.323 video communication system to Lync 2010 allowing any Lync user to connect any standards-based video conferencing system and any infrastructure appliance.

Scopia® Desktop:
Is a simple web browser plug-in that is centrally managed and deployed without complex licensing fees or installation issues. Simply click on a link and in moments you are ready to go. Include tele-workers in meetings, participate in video conferences from the road, collaborate with partners and suppliers and seamlessly connect through firewalls.

Scopia® Mobile:
BYOD (Bring Your Own Device) is becoming more and more prevalent in the businessworld, and Scopia Mobile is the ultimate enterprise-grade mobile video application. Scopia Mobile is the industry’s first standards-based mobile video application to enable HD video conferencing and H.239 data collaboration with the nearly two million installed standards-based video conferencing and telepresence systems worldwide.

Radvision, an Avaya Company, is a leading provider of products and technologies for unified visual communications over IP, wireless and emerging next-generation networks.

The Avaya Scopia product portfolio provides comprehensive and powerful visual communication solutions that allow advanced voice, data and video conferencing. The Scopia product portfolio is a powerful combination of hardware and software products that is fully standards-based and offers the highest performance available in today’s video conferencing solutions. Interoperability and interconnectivity is provided between any video-enabled device, such as a telepresence system, a conference room or a desktop or mobile video system, and with other telephony and unified communications solutions.