

White-Glove Event Services (Remote Option)

As a complement to existing platform support services, White Glove Event Services cater to a range of pre, during & post event requirements to ensure that important events are executed flawlessly, every time.



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Event Services		Standard	Premium
Pre-Event	Review Core Platform Configuration	✓	✓
	Review MediaSpace App & Player Configuration	✓	✓
	Kaltura Webcast Event & Test Setup	✓	✓
	Test Any External Embed Codes	✓	✓
	Review Recording & DVR Configuration	✓	✓
	Review Webcasting Best-Practices: <ul style="list-style-type: none"> • Preparing PPT Decks for Upload • Uploading PPT Decks to Webcast Studio • Go-Live & Ending Events • Moderating Q&A • Making Announcements • Creating, Starting & Ending Live Polls • Using Monitoring Tools & Analytics 	✓	✓
	Network Testing & Best Practices Review: <ul style="list-style-type: none"> • Uplink Speed Tests • Packet Loss Testing • Traffic Prioritization • Firewall Ports Configuration 	✓	✓
	Live-Streaming Infrastructure Health Check		✓
	Review Encoder Configuration Best Practices		✓
	Review A/V Workflow Best Practices		✓
	Review Event Redundancy Best Practices		✓
	Remote Encoder Configuration	✓	✓

Event Services		Standard	Premium
Pre-Event	Review Run-of-Show / Event Runbook		✓
	Review Event Access Permissions - Public, Authenticated or Password Protected		✓
	Review Event Planning Checklist		✓
	Schedule & Participate in Test Event	✓	✓
	Review & Test Delivery Locations (CDN, eCDN)		✓
	Review & Test eCDN Node Health		✓
	Review Presentation Deck for Errors		✓
	Load Powerpoint Deck into Webcast Studio	✓	✓
	Assign Users as Q&A Moderators		✓
	During Event	Check Successful Stream Ingest Before Event Go-Live	✓
Review Stream Health Before Event Go-Live		✓	✓
Dedicated Video Engineer for Real-Time Event Monitoring (Remote)		✓	✓
Remote Encoder Monitoring			✓
Dedicated Video Engineer for Real-Time eCDN Node Monitoring (Remote)			✓
Post-Event	Assist Event Admin to Generate Reports	✓	✓
	Generate Full Reporting Package Including Graphs & Event Data		✓
	Trim Start & End of Event Recording		✓

Our Customers

Kaltura Event Services are Trusted by the World's
Most Innovative Companies



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SCHEDULE A SERVICES CONSULTATION

Contact Us:

<https://corp.kaltura.com/company/contact/>

About Kaltura

With the mission to power any video experience, Kaltura has emerged as the fastest growing video platform. Kaltura is deployed globally in thousands of enterprises, media companies, service providers, and educational institutions and engages hundreds of millions of viewers at home, at work, and at school.

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