

Working with FocusVision



How to Schedule a Project:

Projects can be booked by the facility or you can inform your client to contact FocusVision. There are 3 ways to book a FV project:

- Send project information (date/start and end times/client contact) via email to coordination@focusvision.com
- Call the coordination department at 1 203 961 1715, option 7
- Contact a senior project coordinator directly

Project confirmations will be emailed to you once the project is booked on the FV calendar.

Testing the FocusVision Equipment:

We test at least 1 working day ahead of a project. We need one contact who speaks English. Our testing department will call to confirm the following:

- Name of the client, moderator or research coordinator
- Start time of the first interview
- Name or number of the room where the interviews will be held
- Groups or in-depth interviews

We will also do a quick technical test on the video and audio signal. This may require:

- Switching on our PC
- Switching on the Polycom or your camera
- Testing the audio signal (usually the translator or English audio)



Project Day

FV tech will call 1 to 2 hours before project start time and ask you to perform an audio confirmation. Please read out the following information into the main (English/Translator) microphone:

- FocusVision project number (e.g. #123456)
- Date (04/28/2009, month/day/year)
- Company name

Also, please place the sheet with this information (that comes with the emailed project confirmation) on the table in the front room until the first interview starts.

Key Contacts

Director of Facility Relations: Kevin Sheehan, 203 428 2422, ksheehan@focusvision.com

Testing Supervisor: Brian Quintana, 203 428 2421, bquintana@focusvision.com

US Technical Manager: Fred Arias, 203 428 2477, farias@focusvision.com

UK Technical Manager: Jens Knoop, +44 (0) 1892 521075, ext 2585, jknoop@focusvision.com

Manager of Project Coordination: Madalena Vieira, 203 428 2405, mvieira@focusvision.com

Pricing

We have standard and special pricing agreements with our clients

- Standard price sheets are provided upon request
- For the most accurate price quote, please contact the coordination department with the name of the end client company