

Enhancing Operational Efficiency through Remote Monitoring

Efficiently managing AV/UC technology across national offices for seamless collaboration.



Project Overview & Goals

This case study focuses on one of Canada's major Financial institutions, with a strong National presence. With an impressive annual revenue exceeding \$15 billion and managing over \$70 billion in assets, this organization is a significant player in the financial industry.

Based in Toronto, Ontario, this client's footprint extends throughout Canada. With over 200 meeting rooms across Canada equipped with (the latest) Audiovisual and Unified Communications (UC) technology that is managed and monitored by the ET Group. This partnership ensures the organization's technological infrastructure remains reliable, contributing to the efficiency of its country-wide operations.

With a workforce of nearly 2000 employees, most of whom have adopted a hybrid work schedule of at least 3 days in the office per week, this poses unique challenges for this customer. In this case study, we explore how ET Group's Support solutions, mainly Remote Monitoring which leverages the Utelogy platform, will be crucial in meeting the specific needs of this dynamic financial firm, enhancing productivity, and ensuring smooth business operations.

Project at a Glance

Organization

Financial

Location

Toronto, ON

Market

Finance - Corporate

Solutions

Help Desk

Meeting Room Technician

Remote Monitoring

Remote Management

Services

Support Services

Managed Services

Customer Challenges to Solve

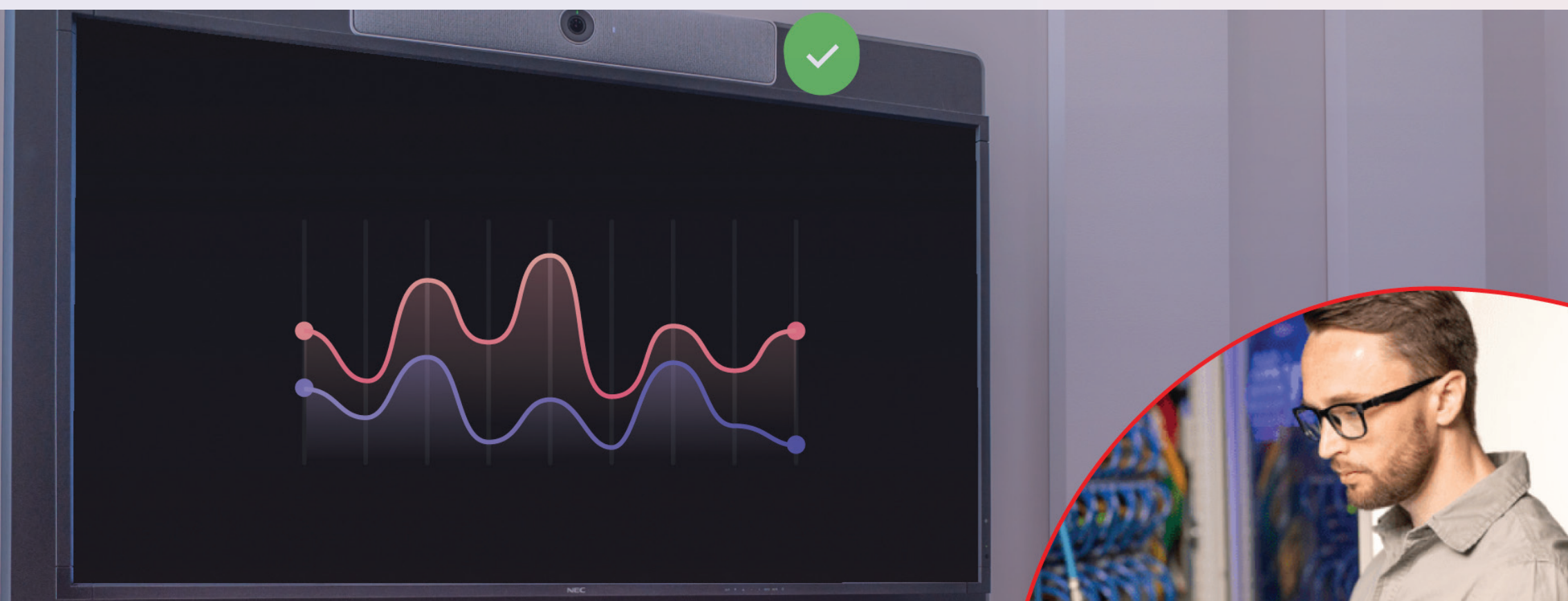
Navigating a vast national presence and overseeing a sizable workforce, the challenge of effectively managing and sustaining the health of AV and UC technology became an exhausting task for the client. The scale of their operations necessitated strategic decision-making to ensure a seamless technology experience for their hybrid team. Unfortunately, they found themselves without clear guidance on making these informed meeting technology decisions.

Complicating matters further, their IT team struggled to keep up with the daily support demands of such a sizable business. The strain on resources and the complexity of addressing the diverse technological needs of employees in various locations presented significant challenges.

This client faced a critical need for a comprehensive solution that could streamline their AV and UC technology management, provide strategic guidance for meeting technology decisions and alleviating the burden on the IT team.

These challenges were addressed and overcome with the help of ET Group's dedicated Support Team:

- 1. Demands of a Hybrid Workforce**
- 2. Mixed Technology Ecosystem**
- 3. Unnecessary Expenditure**
- 4. IT Overload**
- 5. Limitations and/or lack of data to make decisions**



The Demands of a Hybrid Workforce

With a distributed workforce exceeding 1800 employees operating in a hybrid capacity, the management of AV/UC technology related issues for both in-office and remote team members posed considerable overwhelm for the client's IT team. This often resulted in prolonged resolution times for support tickets due to factors such as priority, complexity, and resource availability.

Maintaining office spaces from remote locations also proved difficult, as their flexible schedule meant that key IT and technical resources were not consistently on-site when issues emerged. Consequently, addressing technology-related concerns in a timely manner often meant waiting until the next scheduled in-office shift or necessitated the reallocation of resources, disrupting their planned activities for the day.

Mixed Technology Ecosystem

The client has a collaboration technology ecosystem which contains various solutions to streamline their workflows, creating an environment with a diverse range of devices, applications, and platforms. This technological landscape encompasses tools such as Microsoft Teams Room (MTRs utilizing multiple vendors), Pexip, Biamp, Shure Audio, and displays from NEC and Samsung.

However, managing this mixed estate presents complications. Ensuring that all devices and platforms were running the latest software or firmware while maintaining compatibility was a time-consuming task.

The inherent risk of some components becoming obsolete added complexity to the maintenance process.

In the event of errors, reactive troubleshooting became a resource-draining endeavor, both in terms of time and funds. Identifying the root cause of issues among the array of technologies was often the biggest hurdle.

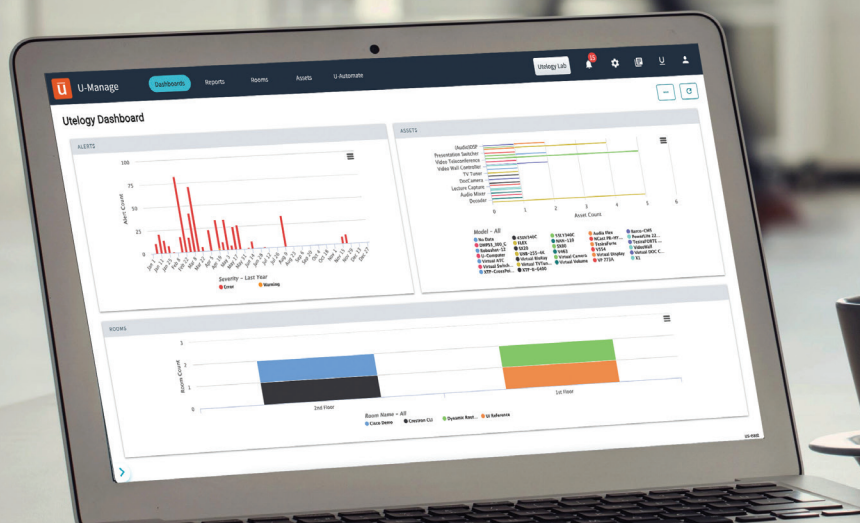
Consequently, this client has faced instances of unnecessary device replacements, the procurement of products that weren't needed, and the (unintentional) introduction of more errors through trial-and-error diagnostics.

Unnecessary Expenditure

Due to the lack of a predetermined support arrangement, the client's approach to managing technology malfunctions was ad hoc at best. Third party help desk tickets were submitted manually, on a per-incident basis in the event that all internal troubleshooting resources had been exhausted. This was a waste of not only their IT staff's time, but also the subsequent spend on the resulting support services required.

Since each ticket was treated as an isolated incident without any automated intervention to guide support efforts, this often resulted in multiple calls or site visits for diagnosis and subsequent steps.

Separate service charges were incurred with individual time and material rates, costing an average of \$2000-\$3000 per incident.



Multiplied by over 200 rooms, this client was easily spending hundreds of thousands of dollars per year on external support alone.

Other often unrealized costs that came about as a result of this reactive approach to support included: unnecessarily replaced equipment, increased downtime during business hours where revenue-generating business activities are delayed or lost completely, and increased energy and network costs during troubleshooting, rebooting and repairing both affected and unaffected equipment.

IT Team Overload

All of these challenges led to an overworked and overwhelmed IT team, grappling with an overload of responsibilities that strained their time management, budgets, and the overall user experience. The repercussions of these challenges lead to a backlog of support tickets, heightened employee frustration, and a decline in day-to-day productivity.

The impacts extended to the operational front of the business, with instances where technology became temporarily unusable, and meeting rooms which were essential for collaborative work were not functional.

This not only hampered the efficiency of daily workflows but also compromised the organization's ability to harness technology for critical communication and productivity.

Limitations and/or Lack of Guidance to Make Decisions

When it came to making decisions about technology upgrades or additions, IT teams, Real Estate managers, and Human Resource departments lacked guidance, insight and alignment on what was truly needed.

From the IT perspective, the priority was cost-effective tools that seamlessly integrated into existing systems. Real Estate sought cutting-edge meeting spaces that not only met the highest standards but also contributed to savings on renovation expenses. Human Resources aimed for tools optimizing the user experience to enhance the overall hybrid experience for employees.

The complexity laid in the task of finding tech solutions that effectively addressed all these diverse requirements. This challenge highlights the need for strategic collaboration to make technology decisions that aligns with the distinct goals of leadership and end-users.

The Customer's Final Straw

To get the full picture of the frustrations that this client was experiencing, this particular moment was the final straw:

They had been preparing for several weeks for an important meeting that included management across all of their Canada-wide locations. When it was time for the meeting to start, most of the offices (Quebec, British Columbia, Alberta) had no issues joining the call.

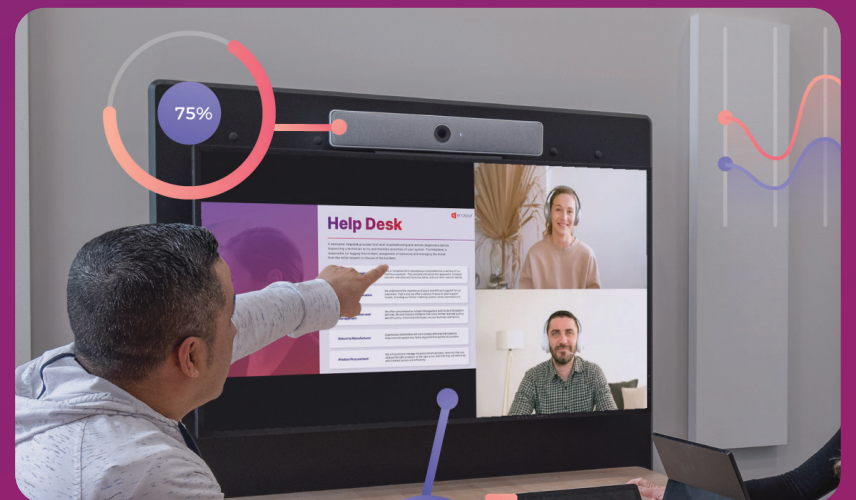
However, as the minutes went by, everyone was still waiting on the Toronto office to arrive. What happened?

1:55 p.m.

At 1:55pm the Canadian CFO, CMO and Head of Business Development entered the executive boardroom at their Toronto Headquarters, getting ready to dial into their video conference system. But they were unable to. They began manually testing the different equipment in the room—turning monitors off and back on, unplugging the tabletop touch panel in an attempt to restart it, even connecting from a personal device via HDMI.

2:30 p.m.

By the time they had relocated, it was 2:30 and they had missed half the call, resulting in another meeting being scheduled to account for the lost time and productivity.



2:10 p.m.

By 2:10pm, they still hadn't joined the call, and decided it was best to call the IT team to come and investigate. The wait time for a tech to attend to the request was approximately 2 hours, so the team inevitably had to relocate to a different meeting room.

What went wrong in the boardroom?

In the scenario described, the crux of the frustration stemmed from a malfunctioning Video Teleconferencing (VTC) system in the Toronto office's executive boardroom. Despite the team's manual efforts to troubleshoot the equipment, they were unable to resolve the issue. The root cause of the problem was that the VTC system was not connecting correctly and required a reboot to restore its connectivity and functionality.

Had Utelogy's proactive support been in place at this time, it would have preemptively identified the connectivity issue with the VTC system before the meeting started. The platform's proactive alerting capabilities would have notified the IT team of the problem early on, allowing them to address the issue remotely.

With Utelogy's remote management features, a technician could have executed the necessary reboot within minutes, without the need for physical intervention in the boardroom. This capability not only reduces the response time to virtually immediate but also ensures that meeting rooms are always ready for use, thereby preventing such disruptions and the consequent loss of productivity and time. This incident highlights the importance of having a robust, remote management and monitoring system like Utelogy in place to avoid similar scenarios in the future.

While this situation was a very unfortunate experience for the client, it should be emphasized that it was also preventable. Luckily, they saw this as an opportunity to re-evaluate their needs and approach to properly supporting their meeting spaces.





What solutions were provided?

utology

Upon hearing this story and investigating the organizational challenges that this client was facing, ET Group completely transformed their technology ecosystem, as well as their Support Program.

We started with our consulting services, which included observing their workflows, interviewing their end-users and understanding their business priorities. By doing this, we were able to help create that missing alignment between IT, HR and Real Estate, and create the workplace technology environment that met each of their requirements.

More importantly, we developed the Support Program that not only saves them time and money, but also proactively prevents technology issues and initiates self-healing when needed.

Remote Monitoring

In collaboration with Utology, ET Group has masterfully harnessed the capabilities of the U-Manage and U-Automate platforms to deliver exceptional proactive technology management. Utilizing the cloud-based architecture, ET Group is able to detect and address technology issues swiftly, often resolving them within minutes of their occurrence.

When an issue is detected, the system promptly generates an alert and automatically creates a ticket in the ET Group system, which is then directly dispatched to a technician. This enables the technician to perform remote diagnostics and implement solutions, such as power cycling, without delay. This preemptive approach often results in issues being rectified before anyone on the client's team even becomes aware of them, thereby preserving the seamless functionality of their AV environments.

In scenarios where a meeting room encounters an issue, because the platform's intelligence proactively sends alerts and notifications in real-time, relocating the meeting to an alternate working location could have been done prior to meeting start, ensuring that business operations proceed without interruption while the original room is being serviced.

ET Group's Remote Support Solutions further streamline the process by managing these alerts, alleviating the need for client-side IT intervention. This 'remote-first' strategy reduces the necessity for on-site visits, with a physical 'truck roll' only employed as a last resort.

Remote Management

U-Manage works as a comprehensive cloud-based management and automation platform, offering software-only control solutions that are optimized for remote management and control. ET Group utilizes the platform's flexibility to configure macros and triggers within the system, ensuring devices like HDMI inputs revert to preferred settings automatically if alterations are detected.

The system's consistent monitoring extends to room readiness. By automating and conducting nightly audio and video test calls, it guarantees all systems are fully operational well before the business day begins. This meticulous testing, including powering up and down of the AV estate, is strategically scheduled overnight, ensuring peak readiness without impinging on active working hours.

Through the strategic deployment of Utelogy's advanced technology, ET Group delivers a robust, automated, and user-centric AV management solution, ensuring our clients' technology ecosystems are efficient, reliable, and ready to perform.

Help Desk & Onsite Support

By offloading their AV technology support to ET Group's Service and Support Team, their internal IT members can redirect their focus to maintaining the employee experience. Additionally, Their entire organization can expect a response time of 15 minutes or less from our Help Desk to troubleshoot and diagnose technology errors, or if needed, a designated Service Technician onsite within 24 hours.

Meeting Room Technicians

Meeting Room Technicians (MRT) are full-time onsite resources assigned to high priority locations, deployed by ET Group to continuously maintain meeting room performance, respond to service tickets with immediacy and support hybrid meetings in real time.

Having a certified AV technician on the premises allows the client's IT team to remain focused on business affairs with the confidence that meeting room incidents and collaboration needs are being addressed in a timely and resource-friendly manner.

This service is ideal for this client, as they have over 200 meeting rooms across the country that require a high level of

Outcome & Results

By implementing ET Group's Support Services, our client immediately felt the relief of the financial, time and resource, and even cultural struggles they had been experiencing.

Streamlining Operations: Time and Resources

Before the integration of the Utelogy solution by ET Group, this client was averaging 20 service tickets weekly due to AV issues. The adoption of Utelogy's proactive monitoring solutions has dramatically reduced this figure to just 5 weekly tickets. The platform's efficiency in identifying problems has cut down the mean time to detection by 98.7%, decreasing from 75 minutes to one minute. This operational improvement is expected to reduce the annual ticket volume from 1,040 to just 260 (a 75% reduction), showcasing the platform's capacity to significantly decrease downtime and enhance overall productivity through faster issue resolution.

Utelogy's proactive detection and automated healing ensure seamless collaboration during business hours by both conducting nightly room readiness tests and sending real-time alerts for early issue identification and swift resolution. In case of disruptions, Utelogy automatically reroutes meetings to operational rooms, minimizing start-time delays.

Meeting Room Technicians promptly address real-time alerts quickly and efficiently, eliminating the need for truck rolls and ensuring quick resolution through advanced remote diagnostics provided by Utelogy.

They also support hybrid meetings by conducting pre-meeting maintenance tests and initiating meetings on behalf of the client for optimal equipment and software functionality.

Offloading the management of their AV and collaboration to ET Group has had a profound impact on time management, workflows and resource allocation for this client. The internal IT team can now prioritize core business functions instead of troubleshooting.

Improved Environmental Impact

The Utelogy platform delivers significant advantages in energy management, playing a crucial role in enhancing organizational sustainability and efficiency. Through the intelligent automation of power management for AV and UC equipment, Utelogy has facilitated a remarkable reduction in energy consumption, achieving average savings between 30-40%. This system enables equipment to automatically shut down during idle periods and reactivate as necessary, ensuring energy conservation aligns with the organization's sustainability objectives. Such strategic energy management not only results in substantial operational cost reductions but also bolsters the organization's commitment to corporate social responsibility by reducing the technological carbon footprint.

As an additional benefit, the extended life cycle of their AV technology system, driven by reduced device replacements and upgrades, the client has considerably lowered their levels of consumption and contribution to e-waste.

Significant Cost Savings

The client's monthly support costs have significantly decreased since establishing their ET Group Support contract. Previously, they were incurring per-incident response and repair expenses, often necessitating multiple on-site visits for diagnosis and later resolution. Each incident, costing between \$2000-\$3000 on average, was paid for in addition to their in-house IT staff expenses. With over 200 rooms being maintained this way, the monthly expenses incurred were substantial. Now, with a fixed monthly rate, they have access to unlimited incident coverage, prioritized response time and effort, and exclusive services such as Remote Monitoring and Room Readiness Testing provided by Utelogy, as well as Meeting Room Technicians—saving hundreds of thousands of dollars annually.

Within a mixed-asset environment over a three-year period, leveraging appropriate automation, Utelogy has also projected an impressive 32% reduction in power usage, translating to cost savings of approximately \$149860.20 CAD. This underscores the platform's efficacy in optimizing energy consumption and cost efficiency across the board.

Utilizing Utelogy's proactive detection and automated healing, coupled with expertise from on-site resources, our client is experiencing extended technology lifecycles and therefore reduction of unnecessary replacements and retrofits for their AV equipment.

Optimized Hybrid Experience

The Utelogy platform gathers and delivers high-quality analytics at a regular cadence regarding the client's AV technology, covering user behavior, system health, incident frequency, and room usage. ET Group utilizes this information to optimize their hybrid collaboration experience. This may involve prototyping and scaling new solutions, targeted equipment upgrades, and identifying areas for additional training or support. By relying on firsthand data from real end-users, their team is assured that solutions are tailored to their actual needs.

Transformed Hybrid Collaboration

Integrating enhanced Support Solutions has transformed this client's hybrid collaboration. The internal IT team operates with reduced stress, allowing for prioritization and faster delivery of key business initiatives. This has resulted in more streamlined workflows, improved meeting performance, and decreased anxiety levels among end-users.

Virtual collaboration and communication have seen a significant increase across all locations and remote users, fostering higher engagement and increased productivity. Their team reports a decrease in employee turnover, as concerns related to burnout, inefficiency, and a lack of supportive tools have diminished.

The reallocated budget, no longer tied to constant repairs and unnecessary upgrades, is now directed towards team expansion, enhancing workplace experiences across various other areas of the business, and ensuring superior care for their customers.



Another satisfied customer

Since integrating ET Group's suite of Support Services, including Utelogy's platform in 2022, our client has seen consistent positive results, and continues to partner with our team.

As they continue to expand in new locations, the client takes proactive steps to extend their Support contract and Utelogy licensing, ensuring seamless operations right from day one.

Although ET Group was initially approached to service the Toronto Head Office, our team has since been invited to streamline and maintain all of their major offices as well. Today, ET Group proudly oversees and optimizes the AV and UC operations at all national sites including Ontario, Quebec, British Columbia and Alberta.

Contact Us

Western Canada: (416) 598-2223

Ontario: (416) 598-2223

Eastern Canada: (506) 247-5121

Reach out on our website at
etgroup.ca/contact-us

Featured Partner

utelogy



etgroup.ca