

Measuring collaboration to improve business outcomes

AVI-SPL's latest technology is becoming a must-have for the transforming workplace. The Unify ME Symphony Platform enhances user experience, increases ROI with key data to proactively monitor and manage collaboration in an easy, cost-effective solution.

» The pressure is on for IT departments. Today's organisations are laser focused on enhancing their company's collaboration efforts and doing so successfully requires an intuitive, cost-effective system that creates an exceptional user experience and drives adoption. At the core of this initiative is a time consuming, resource-burning, unpredictable journey of deploying, monitoring, and managing of video conferencing technology. To combat this, IT departments look to solutions that automate and simplify end-to-end audio visual management.

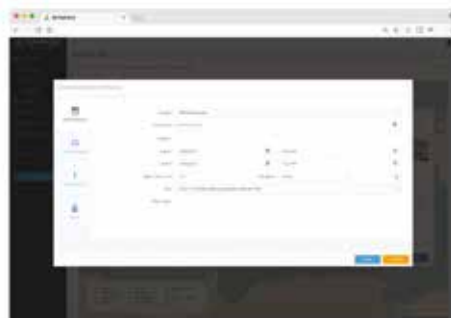
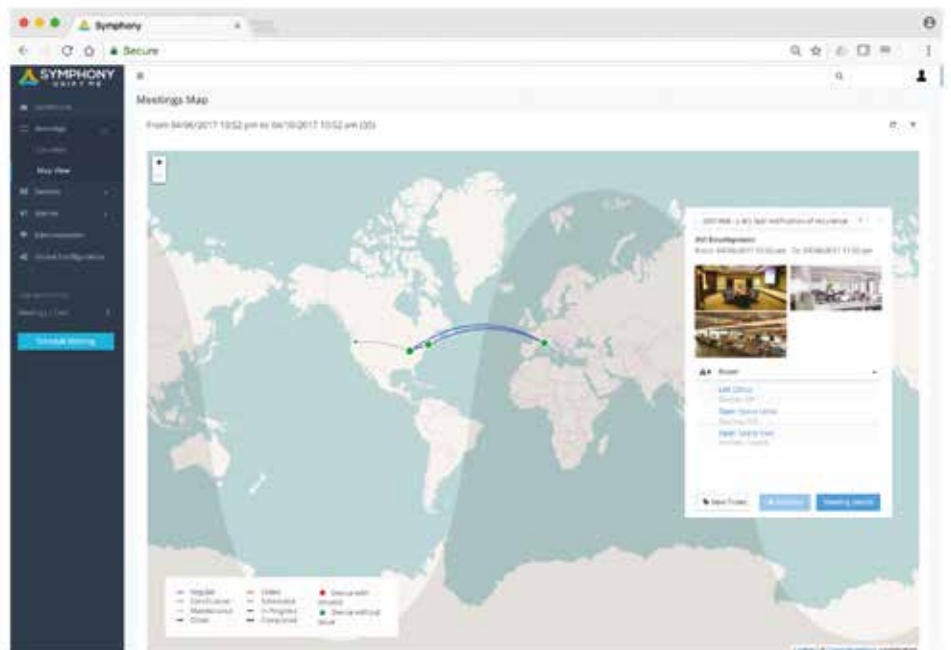
AVI-SPL's Unify ME Symphony was designed to support organisations and IT departments in their efforts to optimise the user experience and produce better business outcomes. This unprecedented software tool automates complex, backend processes needed to comprehensively schedule, monitor, and manage global video conferencing and AV assets from one centralised hub. Whether employed remotely or onsite by AVI-SPL or an organisation's IT department, Symphony offers an array of troubleshooting tools like program alerts, diagnostics, report generation, and rich analytics to manage the entire collaboration estate all the way down to the device level.

The ability to measure performance, improve business efficiency, and predict outcomes provides an accurate business justification and keeps companies focused on their ROI goals.

MONITORING THE USER EXPERIENCE

Driving adoption and enhancing collaboration begins with a high-quality user experience. To deliver this experience, the technology organisations deploy must be intuitive as well as reliable. But as no two companies are the same, a cookie-cutter solution does not work. What can companies do to ensure they are offering an exceptional user experience?

With Unify ME Symphony, organisations can collect, or be alerted to, key data pinpointing lapses in reliability within the system to make more informed, proactive decisions for user experience optimisation. A vendor agnostic platform, Symphony gathers data from all networked equipment, from older technology to the latest devices, and integrates with other monitoring applications and AV devices like the Crestron Fusion.



After analysing the data, actionable analytics can be created with reports on vital statistics, including system and room usage, device performance (bandwidth, ping latency, etc), and a Quality of Experience (QoE) score, to produce timely and predictable outcomes.

AUTOMATION: IT DEPT'S BEST FRIEND

In a recent report from Frost & Sullivan, the market research firm stated: "By delivering best-in-class managed services, Unify ME Symphony is saving IT teams hundreds of hours of support time while providing end users frictionless meeting experiences."

Eliminating time consuming processes is increasing in importance among IT departments as their organisational responsibilities expand. With Symphony, organisations integrate their current business infrastructure, unifying common business applications like Outlook, Exchange, and Salesforce to develop a set of rules, policies, and workflows to automatically govern the user experience.

Consider Unify ME Symphony a welcomed extension of the IT department. ■

Learn more at:

www.avispl.com/services/symphony

CONTACTS



* AVI-SPL

* Tel: +44 (0) 800 181 4425

* Email: sales@avispl.com

* Web: www.avispl.com