

AGT CASE STUDY

Fortune 500 Client

Background:

This client claims the spot of being the world leader in communications technology with over 500 audio visual meeting rooms across the United States. With revenues reaching over \$27 billion annually, this client relies heavily on their collaboration and meeting spaces to develop new products, present new ideas, showcase their innovations to clients, and negotiate deals.

Solution:

AGT was chosen by the client to be their trusted go-to Audio Visual Partner. Our team of audio visual experts is relied upon to provide consultation, design, integration and on-going technical support and maintenance for all of the client's AV meeting spaces.

Results:

Prior to working with AGT, the client's audio visual meeting environment was in disarray. The client's users were highly unsatisfied and frustrated with the overly complicated and poorly designed meeting rooms. As a result of the changes made by AGT, each and every meeting room was designed and built to perform all the tasks they needed for collaboration with user-friendly interfaces and simplicity.

Client Equipment:

Client Equipment: Crestron Digital Media, Fusion, and Touchpanel control systems integrated with AV components.

Industry:

Business Service - Communications Technology

Scope:

500+ Audio Visual Meeting Rooms

Client Background:

Having been a customer of AGT since 2004, client has worked closely with the audio visual specialists at AGT to renovate and expand all their locations across the country. Some recent projects included a major campus expansion at the headquarters facility and the construction of a new secondary campus location

As these renovation projects have taken place over the years, AGT has helped client evolve their meeting room and collaboration environments beyond the traditional AV with the deployment of huddle rooms, a web cast studio, a customer experience center and distributed digital signage.

For over 13 years, client and AGT have worked seamlessly together on a multitude of projects to create the ideal meeting spaces across a full span of types and styles.

Challenge:

Challenge: One of the major obstacles the client faced pertained to the lack of standardization and consistency in their meeting rooms. This created a major challenge because the user experience in each room was different. Additionally, many of the meeting rooms were poorly designed and overly complicated which made the rooms too hard to use.

Client was utilizing multiple technologies and audio visual integrators simultaneously. As a result of the copious amount of integrators providing different levels of service, users often didn't know whom to refer to for technical support. Additionally, users received poor and inconsistent levels of service depending on the integrator that supported the specific room.

Lastly, with decentralized purchasing and non-standardized equipment they were spending too much money and the rooms were often over-designed for the purpose they were built for.



Solution:

A full implementation of more than 200 Crestron Fusion Scheduling Panels, new audio visual applications and a Crestron Media Switch made it possible for the client to ensure consistency and efficiency for every user in every meeting room. AGT creatively designed room configurations and standardized the new AV equipment with automation and simplicity to promote a user-friendly experience.

Additionally, AGT provided Service Level Agreements and a single 800 number to call to resolve any difficulties or issue in any of the newly renovated conference rooms across the nation. A full-time On-site staff was also provided at campus headquarters and large locations, allowing the client to have a single point of contact readily available for any and all technical support needs.

Results:

Client now boasts fully integrated and consistent meeting rooms within the campus headquarters and across the country. Each meeting room is outfitted with the personalized audio visual solutions aligned to the users specific functionality and needs.

The client's meeting rooms were transformed into innovative and reliable spaces for collaboration, enabling more productivity and easier usage for employees. The experience for using these rooms is now the same throughout a building and across the country.

THE EXPERT AV INTEGRATORS

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