

AGT CASE STUDY

Fortune 500 Client

Background:

This client is the global leader in office furniture, interior architecture and space solutions. With a strong focus on unlocking human potential in the workspace, they have risen to \$3 billion in annual revenues as of last year.

Solution:

Applied Global Technologies was able to provide the client with managed video services for the entire global video network. AGT's expert AV integrators listened acutely to the client's unique needs, given their size and necessity for seamless communication technologies. After a full assessment of the environment and video network was concluded, AGT developed and successfully rolled out a customized managed video service tailored to the client's needs.

Results:

Before working with AGT, the clients' video conferencing environment was experiencing a lot of quality and reliability issues and not prepared for growth and expansion. The new collaborative environment is now a complete success and allows the leadership, departments and individuals to communicate seamlessly with each other anywhere, anytime with ease.

Client Equipment:

Cisco Video Conferencing Endpoints, MCUs & Infrastructure

Industry:

Business Service - Office Furniture, Interior Architecture & Space Solutions

Scope:

300+ Rooms

Client Background:

For many years, this client has long been serving some of the top names in business, boasting an impressive and comprehensive portfolio of architecture, furniture and technology products and services. Each of these products and services are tailored to meet the unique needs of each business' work space.

Client empowers businesses to innovate and create more efficiently with the office design of the future. With a steadfast focus on the future, the client will always be at the forefront of the latest and greatest technology, office furniture and interior architecture.

Challenge:

Their own Internal IT resources managed their endpoints and infrastructure. The problem with this was that they were stretched too thin and needed to focus on other priorities. Additionally, there was no cohesive implementation and management structure set up for the video network. This meant that endpoints were running different software versions with different configuration settings, causing them to be unreliable or of poor quality.

Maintenance services were also offered by various providers. With many different integrators providing different types of services, they received poor and inconsistent levels of service across the board.

The video network was growing too rapidly and hadn't implemented proper QOS. As a result of this, the video network was experiencing quality issues. They had begun planning a major expansion of their video network given their size and plans for expansion, but they were already stretched too thin and weren't going to have the internal resources to support the growth.

At this point, the client realized the severity of the many issues with video conferencing and knew those issues would compound beyond their control as they outgrew the network.



Solution:

The trusted integrators at AGT tested, certified and upgraded all the endpoints and infrastructure to the latest software revisions. Audio visual specialists actively monitor all video endpoints, infrastructure and video calls to help ensure the fluidity of the system and prevent any future errors.

With managed services, AGT's team of experts troubleshoots and manages all video endpoints and infrastructure including loading software updates, patches and resolving equipment issues. AGT placed a full time audio visual expert at the client HQ location to handle all needs quickly and painless on-premise. This enabled the client to fully utilize the Cisco systems with limited use of internal IT support.

Results:

Video conferencing endpoints and infrastructure performed much better and the overall reliability and video quality was greatly improved.

AGT was able to receive alerts and pro-actively troubleshoot issues as they occurred resulting in less downtime and increased productivity.

The video network is always running in an optimal state which minimizes issues and delivers a high quality user experience.

The client is able to have a single point of contact who is immediately available for any of their video conferencing needs. AGT is able to manage every aspect of the video conferencing environment with an on-premise audio visual expert.

THE EXPERT AV INTEGRATORS