[r] room▸ready™

We innovate. You collaborate.

No matter the room type or region, RoomReady delivers superior meeting experiences for a Global Electronics Manufacturer

In 2016, a newly hired Sr IT Manager watched as his facilities team struggled to work with a local integrator to outfit a learning & development room at the company's North American headquarters – and thought, "there had to be a better way to do this." He had been introduced to RoomReady while working for a previous employer and was familiar with RoomReady's AV services, their emphasis on speed and their dedication to simplicity.

"The [previous] vendor monopolized the room for weeks on end," he said. "It just wasn't working, and I wanted IT to have more control of these types of projects."

Soon it came time to revamp the technology in the headquarters' primary conference room, designed to hold up to 40 people. He made the request to bring in RoomReady with the promise that the room would be up and running with technicians on-site for only one week. His co-workers were skeptical, based on their previous experience, but RoomReady's AV experts delivered, even as they had to adjust the technology setup while on site to accommodate the room's curved shape. The company's IT and facilities team quickly called RoomReady back for additional projects.
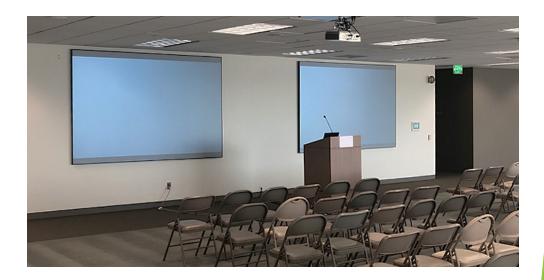
Designing superior rooms

Today, RoomReady solutions are operational in multiple locations across the company's North American offices, including several rooms in its headquarters, a 50 person training room in Oregon, and a three-way divisible space in New York. RoomReady can adjust its standard solutions to fit the company's needs; for example, they adapted a standard solution to use the building's existing Cisco phone system, microphones, and ceiling speakers to enhance a training room for large group presentations.

Although this Electronics Manufacturer traditionally used Skype to communicate with overseas colleagues, RoomReady's team has enabled the company to leverage other meeting platforms and expand its use of video. The company installed Webex video conferencing solutions using Cisco endpoints in several rooms, with plans to enable the existing rooms with BYOM capabilities for Microsoft Teams and Zoom, over the next few months.

When a Leading Electronics Manufacturer needed a vendor who could install the room in a week or less, RoomReady delivered. With continued support and training, everyone at the company can easily use the rooms.

[r]

Check us out at
roomready.com

RoomReady's video conferencing solutions have demonstrated that its fast and efficient integration is flexible as well. For one of its meeting rooms, the Electronics Manufacturer initially contracted RoomReady to design a space that would be used for broadcast only. Plans changed at the last minute, and the company wanted the room to also allow for Q&A between remote users. RoomReady was able to quickly adjust the room's audio levels and deliver the room seamlessly before the next Q&A panel took place.

RoomReady's projects continue to catch the eye of executives throughout the company. In fact, its most recent project came about when the president of a manufacturing site, visited the company's Headquarters.

"We've significantly ramped up production, and that means we have more visitors at the office. The building needed an upgraded meeting space because all users in their current space were trying to talk into a single microphone," the Sr IT Manager said. "When he toured [a conference room at Headquarters] the executive instantly saw how RoomReady could solve the facility's issues – he was even willing to submit an out-of-cycle budget request to make it happen."

Providing superior support

Beyond the design and installation of their rooms, the Electronics Manufacturer's team knows they can turn to RoomReady to keep their rooms working continuously. Whenever a room needs fine tuning, their team gets a response, on average, less than an hour later, and the ask is typically completed in a little over a work week. It's the quick response and exceptional resolution satisfaction score of 98.3% that has made renewing their support services agreement an easy decision for four years running.

"RoomReady's support team is great about guiding room users through troubleshooting when necessary," the Sr IT Manager said. "On the occasion we have a problem, RoomReady is quick to respond and lets us know how they'll go about fixing it, and how long it will take. I really appreciate that level of transparency."

[r] room▸ready™
We innovate. You collaborate.

Like more information?
Email HelpMe@RoomReady.com.

The Results

Fully interoperable rooms for Zoom, Webex and Microsoft Teams

Response on support requests within an hour

Average support satisfaction score of 98.3%