Fortune 10 Value Realization Case Study

OVERVIEW

A Fortune 10 enterprise, operating one of the largest corporate estates globally, faced mounting challenges with managing its extensive network of conference rooms and AV equipment. The company has thousands of conference rooms distributed across hundreds of locations, each equipped with diverse technology to support hybrid work, virtual meetings, and collaboration.

Before implementing a centralized management system, the company struggled to ensure operational consistency across its estate. With varying device models, room configurations, and geographically dispersed sites, they needed a scalable solution to improve operational efficiency, reduce downtime, and enhance employee satisfaction.

The primary objectives were:

1. Streamline Device and Room Management
2. Centralize monitoring and management of AV systems across locations.
3. Minimize manual interventions and on-site troubleshooting.
4. Enhance Operational Efficiency:
5. Reduce Mean Time to Resolution (MTTR) for technical issues.
6. Automate common fixes and reduce the number of service tickets.
7. Improve Cost Effectiveness:
8. Avoid unnecessary expenditures associated with on-site troubleshooting.
9. Optimize equipment purchase and refresh cycles using data-driven insights.
10. Boost Employee Experience:
11. Ensure high room availability and minimize disruptions to meetings.
12. Provide faster resolutions to issues affecting day-to-day operations.

By partnering with Utelogy, this Fortune 10 enterprise aimed to leverage automation, remote management, and actionable insights to meet these objectives and transform how they managed their extensive conference room estate.

After adopting the Utelogy Platform, this Fortune 10 enterprise experienced a transformative shift in how it managed its sprawling network of conference rooms and AV equipment. The implementation addressed critical operational inefficiencies while unlocking significant cost savings and improving employee satisfaction. By focusing on three core areas—reducing Mean Time to Resolution (MTTR), leveraging automation for cost avoidance through self-healing of incidents, and making better-informed purchasing decisions—the company was able to achieve both immediate and long-term value. Each of these initiatives not only tackled existing challenges but also set the foundation for a more agile and efficient operational framework. Below, we delve into these three key areas to illustrate how the Utelogy Platform delivered measurable outcomes.

MTTR (MEAN TIME TO RESOLUTION)

Challenge
Before implementing Utelogy, the company faced prolonged resolution times for technical issues. Users reporting non-working devices in conference rooms triggered a manual process where tickets were logged in ServiceNow and technicians were dispatched to investigate and resolve the issue on-site. Due to the geographic distribution of their buildings, even fixing minor issues took days, causing extended room downtime and impacting employee productivity.

Solution
Utelogy provided a centralized management platform that allowed the company's Tech Ops team to remotely validate and resolve issues. Alerts generated by Utelogy pinpointed the problem down to specific devices in the room. Using tools, such as remote device rebooting and input switching, many issues are now resolved without the need for on-site intervention. This implementation drastically reduced reliance on manual troubleshooting.

Benefit
- MTTR reduced from 300 hours per incident to under 24 hours in just 60 days.
- The current MTTR hovers around 2 hours, leading to significantly increased room availability.
- Cost savings achieved by minimizing the need to dispatch technicians for every ticket.
- Enhanced employee satisfaction due to improved room uptime and availability.

COST AVOIDANCE VIA SELF-HEALS

Challenge
The company was incurring high operational costs due to frequent service tickets for recurring issues in conference rooms. Without a proactive system, technicians had to manually address problems, leading to excessive resource utilization and increased costs for incident resolution.

Solution
Utelogy worked with the company's Tech Ops team to identify the five most common issues impacting room availability and uptime. Through its U-Automate feature, Utelogy implemented self-healing protocols to automatically detect and resolve these recurring issues, eliminating the need for human intervention.

Benefit
- 141 self-heals were identified in 4.5 months, resulting in $260,000 of cost avoidance (based on an average incident cost of $1,823).
- Projected annual savings of over $700,000 through automation.
- Data-driven insights into room and device types enabling the Tech Ops team to optimize their estate further.

BETTER INFORMED PURCHASING DECISIONS

Challenge
The company lacked visibility into the performance and health of its devices. Without data on device uptime, inventory, or recurring issues, purchasing decisions were inconsistent, leading to inefficiencies in room refresh cycles and increased operational overhead.

Solution
Using Utelogy's Device Health Telemetry, the company gained actionable insights into device performance. The system provided visibility into the total number of incidents by device model, types of issues encountered, and the number of alerts generated by rooms, locations, and buildings. This allowed the company to identify problematic devices and rooms requiring attention.

Benefit
- The company formulated a cost-per-incident metric, enabling precise calculation of total incident costs.
- Within the span of a year, 3,650 incidents were logged, translating to $6.6M in costs. With Utelogy, incidents were reduced by 41%, resulting in $2.7M in cost avoidance year over year.
- Enhanced purchasing decisions led to more effective room refresh cycles and optimized device procurement, reducing long-term operational costs.

IMPROVED EMPLOYEE EXPERIENCE

Challenge

Workflows were frequently disrupted by non-functional conference rooms, resulting in delayed meetings, frustration, and lost productivity. Without a system in place to ensure consistent room uptime, employees often encountered broken or misconfigured devices, leading to repeated reports and escalating dissatisfaction. Additionally, the long MTTR) further exacerbated the situation, as employees had to either wait days for fixes or find alternative rooms, disrupting workflows.

Solution

The deployment of the Utelogy Platform enabled real-time monitoring and remote resolution of room issues. The system's proactive alerts ensured that potential problems could be identified and addressed before employees even noticed them. By integrating Utelogy's self-healing capabilities and reducing MTTR to just 2 hours, conference rooms were consistently operational and ready for use. This proactive approach to room management eliminated delays and provided employees with seamless meeting experiences.

Benefit

- Increased Room Uptime: Employees could rely on consistently operational conference rooms, reducing disruptions and delays.
- Enhanced Productivity: Faster issue resolution meant that meetings could start on time, allowing employees to focus on their tasks without unnecessary interruptions.
- Boosted Satisfaction: Employees reported higher satisfaction with the technology infrastructure, as they encountered fewer problems and had confidence in the availability of meeting spaces.
- Support for Hybrid Work: The improved system reliability supported a seamless hybrid work environment, ensuring remote and in-office employees could collaborate effectively.

By prioritizing the employee experience, this Fortune 10 enterprise not only improved day-to-day operations but also fostered a more positive and productive work environment.

THE UTELOGY ADVANTAGE

Utelogy delivers strategic benefits so you don't have to abandon your existing technology investment and have flexibility to make choices in the future.

- 360 degree view of your AV/UC estate - Single platform for control, automation, monitoring, and management

- Hardware agnostic with the ability to integrate new devices and new protocols

- Largest driver and integration library on the market

- Simple configuration as opposed to complex programming

- Track and report device usage, room usage, energy consumption, and performance metrics

- Proactive room and device alerts and analytics

- Self-healings and smart automations for cost recovery and preventive maintenance

- Hardware and asset management

- REST API to integrate to other enterprise systems, data connectors, and 3rd party integrations

- Open architecture with support for standard web technologies

OUTCOMES

The implementation of the Utelogy Platform is a game-changer for this Fortune 10 enterprise, transforming how it manages and optimizes its extensive network of conference rooms and AV equipment. From reducing MTTR and automating self-heals to providing actionable insights for smarter purchasing decisions, the organization has realized significant cost savings, enhanced employee satisfaction, and built a more efficient operational framework. By addressing key challenges such as prolonged resolution times, high operational costs, and inconsistent device performance, Utelogy has delivered measurable improvements across the board. Looking ahead, the company is poised to scale these successes further, leveraging Utelogy's innovative platform to stay agile, improve hybrid work support, and continue delivering value at scale. This partnership stands as a testament to the power of technology-driven solutions in driving meaningful business outcomes.