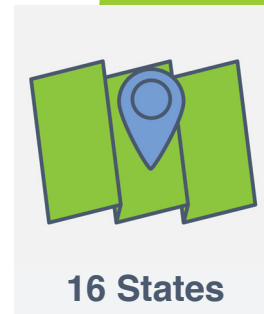
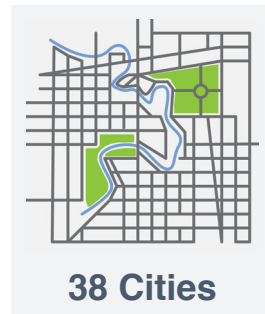
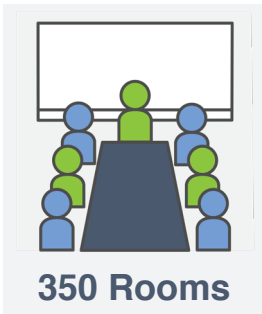


RoomReady Provides Comprehensive A/V Support for Northeastern Banking Leader

Each support customer has slightly different needs. But ultimately, they want meeting room technology to work as intended every single time. For one Northeast bank, there are several types of support that they needed to ensure their 44 buildings would work well. With 350 meeting rooms needing updates, while also being conscious of budget, RoomReady had the perfect solution—perform room audits and create a prioritization matrix.



Knowing What Exists

RoomReady conducted a meeting room audit of all their meeting rooms. Over time, some meeting rooms have technology in them that was added by specific departments without being reported to corporate IT. With this customer, the meeting room audit discovered 50 rooms that were video-enabled that corporate wasn't aware of. By documenting all the rooms – the equipment type, age, and capabilities – RoomReady was able to create a prioritization matrix of which spaces should be upgraded in order of importance. When there are so many meeting rooms, it's unlikely that all of them can be upgraded at the same time due to budgetary constraints. By having this matrix, this customer created a game plan to make intentional improvements of their facilities

Keeping Things Humming

It was clear to this banking leader that ongoing support would be needed for their meeting rooms. They wanted to have consistent user experiences in their rooms but had varying technology in them – some updated and some older. Additionally, they have an active acquisition strategy and are regularly migrating in new offices that have disparate technology they are bringing with them. The decision was made to have RoomReady support their A/V meeting rooms with 7 dedicated support technicians – 4 permanently assigned to their Rhode Island, Connecticut, Boston, and New York locations and 3 remote to support their other locations.



Check us out at
[roomready.com](https://www.roomready.com)

Year To Date Stats

1056

Total Support Tickets

132

Average Tickets Per Month

0.38

Average Tickets Per Month Per Room

Event Support

RoomReady technicians set-up, test and run high profile meetings for the customer. From quarterly earnings calls to company-wide town halls and trainings, techs ensure the technology is working well. For the meeting between company offices, the testing includes making sure the remote sites are receiving the video and audio from the hosting site.

Room Sweeps

At the permanently staffed locations, RoomReady technicians do weekly room sweeps. They start a video meeting, share content and test audio to make sure the room is ready for the next use. For the remote locations, RoomReady technicians conduct quarterly room sweeps and will update the documentation on the rooms.

Incident Management

When there is an issue with a meeting room not running as intended, RoomReady support technicians get there quickly and help the meeting continue without much disruption. Then, they go back to the room after the meeting to make sure the issue is resolved fully so it won't happen with the next meeting.

Training

Running a meeting can make people a little anxious...even when they know how to use the technology. RoomReady technicians are there to answer any questions and help get a room set-up. Our job is to make the person running the meeting the hero and sometimes that means a quick run through on how to use the room.

Room monitoring

When there is an issue with a meeting room not running as intended, RoomReady support technicians get there quickly and help the meeting continue without much disruption. Then, they go back to the room after the meeting to make sure the issue is resolved fully so it won't happen with the next meeting.

The Results



Room Audits provide information about current rooms, allowing RoomReady to develop a custom solution for each space.



Ongoing support to make sure meeting rooms perform like the first time- every time.

 roomready™

We innovate. You collaborate.

Like more information?

Email: HelpMe@RoomReady.com.

Check us out at roomready.com