



"I HAVEN'T HAD A CALL WITH SOMEONE COMPLAINING ABOUT AV FOR AT LEAST SIX MONTHS. IT USED TO BE ALMOST DAILY."

- DIRECTOR OF CORPORATE DESIGN AND FACILITIES PLANNING AT THE NATIONAL INSURANCE COMPANY

CASE STUDY

BUSINESS OUTCOMES

- **Reduced Support Needs and Daily Friction**
What was once a frequent issue became something that simply worked in the background.
- **A Consistent Experience Employees Can Trust**
Users no longer have to think about how the room works. They can focus on the meeting itself.
- **Increased Demand for Standardized Spaces**
As reliability improved, so did adoption across the organization.
- **A Shift in Internal Perception**
AV moved from being a point of frustration to something the team could stand behind.

PROJECT OVERVIEW

Client: National Insurance Company

Industry: Insurance

Project Scope: Conference Rooms, Digital Signage, Sound Masking, and Way-Finding

Integrator: RoomReady

Platform: Microsoft Teams

Hardware: Cisco

A national insurance company partnered with RoomReady to bring consistency to how their meeting spaces functioned, felt, and performed across the organization.



CHALLENGE

The national insurance company didn't have a single AV issue. They had a consistency issue. Over time, meeting rooms had been built and updated in different ways. Each space worked a little differently from the next. Controls changed. Interfaces varied. What worked in one room didn't always translate to the next.

- Before standardization, every room introduced variability and risk.
- Meetings could be delayed or disrupted
- Users lacked confidence in the technology
- IT operated in a reactive support model
- Each new room increased complexity instead of reducing it.

Multiple rooms. Multiple experiences. No single way to use them.

"IT'S NICE THAT WE CAN GO TO ROOMREADY AND SAY, WE WANT TO DO THIS, AND THEY CAN HELP US ARRIVE AT A GOOD SOLUTION. IT'S NOT JUST CONFERENCE ROOMS, IT'S A BROADER PORTFOLIO."

- DIRECTOR OF DIGITAL WORKSPACE - END POINT SERVICES AT THE NATIONAL INSURANCE COMPANY

SOLUTION

RoomReady approached the challenge by stepping back from individual rooms and focusing on the overall experience. Instead of designing one-off solutions, they created a standard, scalable model that could be applied across spaces.

The goal was simple. Walk into any room and know exactly what to do. User interfaces, controls, and workflows were aligned so that once someone learned one room, they could confidently use them all.

"It's basically the same in every room. Once you've done it the first time, it's very intuitive."
– Director of Corporate Design and Facilities Planning

Behind the scenes, systems were simplified to remove unnecessary components and reduce points of failure. This created a more reliable and supportable environment for IT.

RESULT

Once consistency was introduced, the experience shifted quickly.

- Meetings start without hesitation
- Users no longer need to troubleshoot or ask for help
- IT support demands have decreased
- New rooms can follow a proven, scalable model

Consistency replaced uncertainty, and the rooms became easier to use and easier to support.

Collaboration Spaces Booked 90+ Days Out

Demand for large collaboration spaces is so strong that spaces like the auditorium and The Atrium are booked 3 months out.

"If the AV doesn't work, nothing else matters. You can love the space, but the moment you get flustered trying to present, that's when you hate it."

- Director of Corporate Design and Facilities Planning

