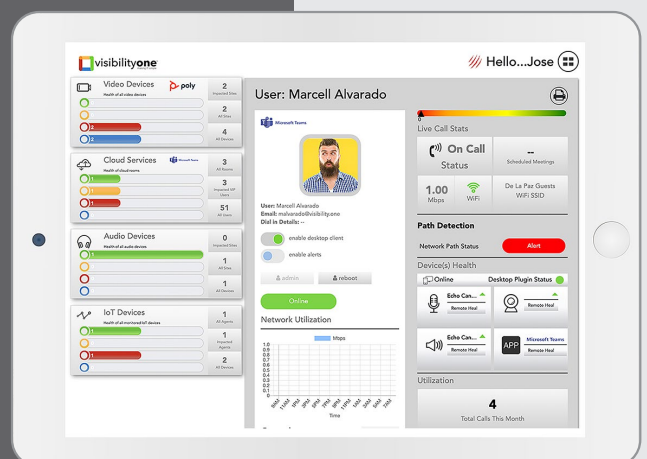# Video Collaboration Monitoring for the Hybrid World.

When will conference-rooms be back online, and the all too familiar equipment, network, and user challenges return? With millions of users primarily working remotely on MS Teams, and Zoom, IT teams have been spared the challenges that typically arise in huddle and conference rooms. Once those rooms are back on-line, will you be ready for the challenge of integrating on prem systems with hybrid? VisibilityOne is the industry's most comprehensive cross-vendor platform for the monitoring, managing, and self-healing of end-to-end video collaboration, isolating in real-time points of failure; UC, AV, IoT, USB, and network, in essence anything touching the collaboration experience.

Microsoft Teams · zoom · CRESTRON · poly · CISCO

VisibilityOne goes much further than other tools:

Our purpose is to provide deeper insights into VC room componentry, network, applications, and the entire path of the VTC platform all the way down to the individual workers laptop. We enable IT with the knowledge and competence to logically bring order to the chaos of collaboration. It is with this idea of looking at the video call from end to end, that the founders of VisibilityOne began their journey. Years of experience in the collaboration space drove our passion to create a tool that provided answers that could empower IT with the real-time actionable data to guarantee uptime and quality that stakeholders expect.
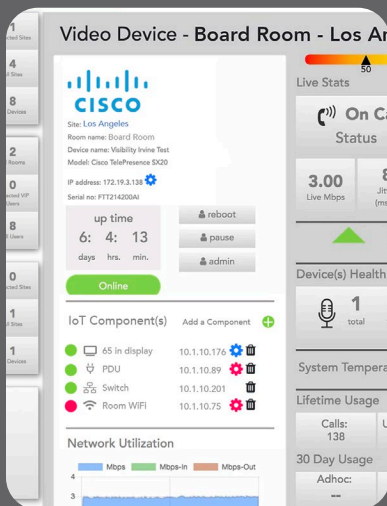
Real time alerts, real results.

Video collaboration monitoring is a natural progression in monitoring technology: Tomorrow's IT teams need to improve internal operational efficiencies while improving quality of service. It's not enough to get Call detail records (CDRs), Simple Network Monitoring Protocol (SNMP) notifications/traps, Media quality metrics and connection statistics. The UC monitoring tools on the market are limiting themselves as well as the IT team in gaining a holistic view of the collaboration ecosystem especially in this newly formed hybrid world.
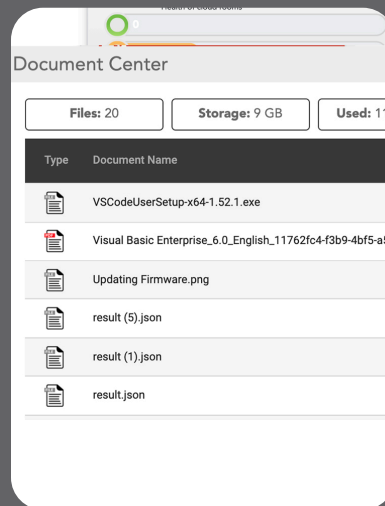
ROOMS

USER DESKTOP

NETWORK PATH

IOT DEVICES

1

CODEC & IOT MONITORING

VisibilityOne monitors video and IoT devices as part of our standard service offering.
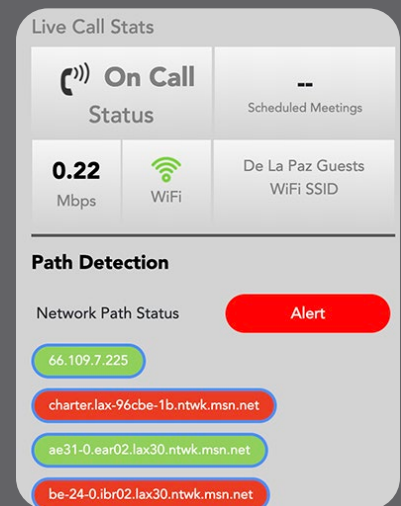
2

DOCUMENT CENTER

At your fingertips, conveniently accessible storage for AV drawings, a support convenience.

3

HYBRID USER & HUDDLE ROOM MONITORING

MS Teams & Zoom monitoring capabilities offers live call status and more support tools.

Where no tool has gone before.

Now moreover we go to where no other tool has gone before and that is via our patented technology. VisibilityOne's solution for huddle rooms will self-heal or failover to secondary mics, cameras, and speakers to maintain high availability of your room services.

In addition to failover functionality, our platform creates a room preset for each of your huddle rooms. If a change is detected during a call, our solution will automatically revert your setting back to the original configuration after the call ends. VisibilityOne helps increase reliability to ensure a predictable experience for your end users.
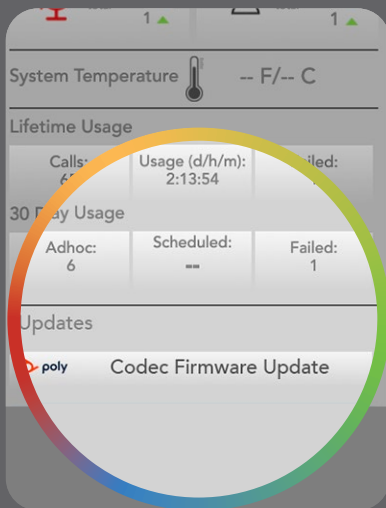
As if to spoil IT support...

Going a step further, when issues arise, VisibilityOne empowers IT teams to make changes to huddle your room camera, microphone, adjust volume and even keep your rooms system up to date with the latest firmware.

Not having a single view is the greatest monitoring challenge for 70% of IT managers at enterprises with 1,000 or more employees. VisibilityOne offers rich monitoring and insights, so that you can keep a pulse on device status, collaboration performance, and end-user experience.

4

UPDATES

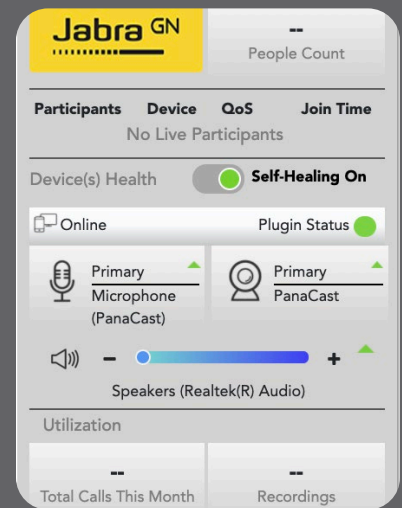Firmware updates enable global upkeep for IT support.

5

PATH DETECTION

Our Path Detection allows you access to critical information enabling you to keep platform vendors accountable.

6

SELF & REMOTE HEALING

Our exclusive self & remote healing for rooms and desktops enables your support team with capabilities that go far beyond what Zoom and MS Teams offer today.

A New Hybrid World.

Between users working from home and business offices welcoming staff back into a flexible working environment, IT must hold service and support to the highest standard. That's why it's important to keep in mind that every communication device is a video endpoint that needs to be regularly monitored and maintained to deliver a seamless experience across an on-prem or hybrid environment. VisibilityOne is the industry's most comprehensive cross-vendor platform for monitoring, managing, and self-healing of end-to-end video collaboration in the hybrid world.

Rooms | Spaces | Users

VIDEO/CODEC ROOM FEATURES

Live health status of the device
Incident alerts and reports
Reason for call failure
24-hour meetings schedule
Network utilization
Network quality alerts
Customizable network alerts
Camera disconnect notification
Microphone disconnect notification
Lifetime device usage
IoT device monitoring
Firmware updates
Document Center
Lifetime device failures
Previous 30-day meeting status
Codec software release information
Scheduled and ad hoc meetings info
Gatekeeper registration details
Remote Reboot
Device MAC address
Device serial number
Asset inventory reporting

HUDDLE ROOM FEATURES

Online status
Live call stats
Available status
Scheduled meetings
Network performance
Live participants list
Mic/Camera/Speaker status
Utilization details
Call recordings
Room uptime information
30-day health details
Network connection type
Customizable network alerts
Self-healing connected devices
Self-healing auto recover room app
Room presets restoration
Cam/Mic/Speaker backup failover
Cam/Mic/Speaker selection
Volume control
NUC/PC remote reboot
Room app remote relaunch
Document Center
Logitech Sync integration
Jabra-Panacast people count
View NUC/PC details
View VisibilityOne plugin status

DESKTOP/HYBRID FEATURES

Live/WiFi status
Scheduled meetings
Connected device list
30-day utilization list
VIP User Alert notifications
Customizable network alerts
30-day incident history
Desktop health (CPU, mem, disk)
Network path detection
Remote relaunch meeting app
Remote heal malfunctioning devices
Remote testing console
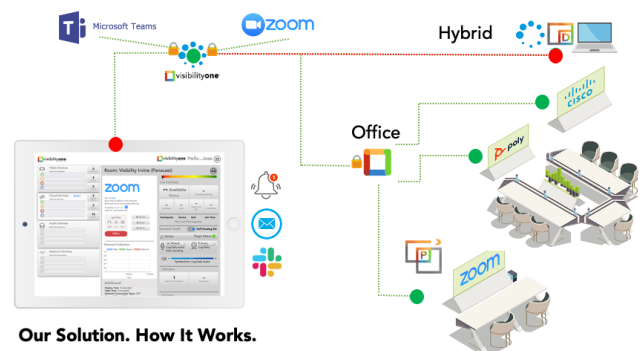Remote reboot desktop
Logitech Sync integration

Cut IT support time by 90%.

Our patented business intelligence, and powerful DNA, (Device Nucleus Attributes) give your support systems a sense of order through real-time status, self-healing and notifications. This knowledge will eliminate the guesswork due to user error, equipment malfunction, network inconsistencies, or application non-performance.

By arming IT with knowledge, your teams will now have the competence to anticipate and resolve issues before users are impacted. VisibilityOne simplifies UCC monitoring complexity by bringing in all the relevant information from disparate vendors, logically this all-in-one view allows for quick triangulation and resolution of faults, ensuring uptime and less disorder for staff.

VisibilityOne is suitable for monitoring in many industries. A variety of customers from various sectors from healthcare to higher education benefit today by having reduced support costs, decreased time to resolution, and improved agility by focusing on what they do best: running their business.

Our Solution. How It Works.

Competence evaluation.

You can evaluate VisibilityOne without any obligation for up to **30 DAYS** by visiting our website and registering today.

www.visibility.one
(213) 204-2488

" VisibilityOne delivers a single view of multiple hardware vendors and cloud services. Not toggling between multiple dashboards and complex tools is truly a game changer and time saver. "

Dave Van Kanegan
Executive IT leader at US Foods