

VisibilityOne: Corporate Mixed Collaboration Environment Use Case

A Fortune 500 high-tech manufacturing firm with over 22,000 employees is distributed across 20 countries, and 70 locations. They have a collaboration practice that includes over 1500 conference rooms, used primarily for internal meetings. Like most large corporations the pandemic introduced videoconferencing to most of the workforce but in a new hybrid remote model.

Challenge

IT was overwhelmed with the breadth of video conferencing systems, infrastructure, and cloud video issues that mushroomed with the added hybrid user demand. The IT support team was leveraging various applications to try to analyze, triangulate and resolve issues. Their efforts were mostly unsuccessful since those applications didn't have the depth and detail needed to proactively expose and pinpoint the source of the problem.

- Polycom Codec malfunctioning or unresponsive.
- No live monitoring of Microsoft Teams Rooms
- Frequent call disconnects
- Network path quality issues
- Call quality and dependability issues
- Complexity of supporting remote Hybrid workers

Solution

VisibilityOne, real-time monitoring and diagnostics for Poly codecs and Microsoft Teams Rooms on a single dashboard. Efficiently allowing management of rooms across multiple device models with Live monitoring of MS Teams Rooms. The seamless intuitive solution provides details of performance, self-healing components, and network path detection. Gain 360° visibility and remediation options to significantly reduce the mean time to resolution.

Results

VisibilityOne delivered a granular view of the entire collaboration system. By arming IT with knowledge, the client was able to anticipate and resolve device issues and reduce overall MTTR, allowing device, service, and network issues to be pinpointed and fixed to improve the user experience. The Challenges Addressed by VisibilityOne include:

- Proactive monitoring of Microsoft Teams Rooms and Poly Codec health status, eliminating the need to do daily reboots and time-consuming manual checks.
- Live monitoring of calls to alert when a call ends due to a failure. The alerts provide a description of the call disconnect reason, eliminating calls into Polycom for diagnostics support saving hundreds of hours for the IT support staff.
- Live call network QoS monitoring and alerting when audio, video, and content an issue was detected.
- Deep insights into codecs to identify issues with failed SIP/Gatekeeper registrations, triggering alerts when detected.
- Proactive monitoring of MS Teams Rooms and Poly Codec connected devices (Camera/Microphone), eliminating needless support calls reducing trouble tickets significantly.

Quote

"The reason we selected VisibilityOne as our primary support tool, was for the true end-to-end live monitoring of Microsoft Teams Rooms residing withing our HP/Poly estate. The incredibly intuitive dashboard includes live network details that are extremely valuable for quick response and resolution." - Executive.