

VisibilityOne: Corporate Mixed Collaboration Environment Use Case

A leading US food distributor and Fortune 500 firm with over 28,000 employees distributed over 70 locations domestically has a collaboration practice includes not only internal meetings but large-scale trainings with remote attendees over video.

Challenge

IT was overwhelmed with the breadth of video conferencing and audio-visual issues that arose daily. The IT support team was leveraging six different applications to try to analyze, triangulate and resolve issues. Their efforts were mostly unsuccessful since those applications don't have the depth and detail needed to proactively expose and pinpoint the source of the problem.

- Polycom Codec malfunctioning or unresponsive.
- Frequent call disconnects
- Call quality is subpar
- Polycom Codec SIP/Gatekeeper registrations failing
- IT runners needlessly called out to rooms to reset or select devices

Solution

VisibilityOne, real-time monitoring and diagnostics for Poly codecs and audio devices on a single dashboard. Efficiently allowing management of rooms across multiple models. The seamless intuitive solution provides details of room performance from Polycom. Gain 360° visibility and remediation options to reduce MTTR.

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 issues to be pinpointed and fix to improve the user experience. The Challenges Addressed by VisibilityOne:

- Proactive monitoring of Poly Codec health status, this eliminated the need to do daily reboots and time-consuming manual checks.
- Live monitoring of calls to alerted when a call end due to a failure. The alerts provide a description of the call disconnect reason, eliminating calls into Polycom for diagnostics support.
- 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 an issue was detected.
- Proactive monitoring of Poly Codec connected devices (Camera/Microphone), eliminating needles support calls.

Quote

"Where others missed the boat, VisibilityOne understands there is more to a video conferencing platform than just the underlying network. Amazingly, 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." - David, Executive IT Leader and Strategist.