

# AV Pain Points - How Uteology Resolves Them

What to look for in a management platform

**UTELOGY**

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#	Pain Point	Industry Metric(s) / Evidence	Business Impact	How Utelogy Resolves It
1	<b>System downtime / unreliable AV</b>	Up to 15% of meeting time lost troubleshooting ( <a href="#">Vicom</a> ); AV failures impact productivity & retention ( <a href="#">Shure/IDC</a> )	Lost productivity, IT frustration, poor UX	<b>Proactive monitoring &amp; analytics</b> help detect and resolve issues before users are impacted. Alerts, health status, and remote diagnostics reduce MTTR dramatically.
2	<b>Poor space utilization</b>	Office utilization only ~27% at peak ( <a href="#">Spacera</a> )	Underutilized assets and rooms, real estate waste	<b>Utilization analytics</b> show how often rooms are used, by how many people and for how long, enabling space planning and optimization.
3	<b>AV/IT integration complexity</b>	Legacy, non-standard AV systems don't scale across networks ( <a href="#">XTEN-AV</a> )	High support burden, inconsistent deployments	<b>Software-defined platform</b> enables vendor-agnostic integration, simplifying deployments across mixed environments.
4	<b>Lack of centralized management</b>	Without a unified dashboard, support is fragmented and slow ( <a href="#">AVIXA</a> )	Long support cycles, inconsistent user experience	Utelogy offers a <b>single-pane-of-glass platform</b> to remotely manage, monitor, automate, and control AV and UC devices across global sites.
5	<b>Poor user experience / low adoption</b>	Managers lose 3+ hrs/week on tech friction ( <a href="#">Ultimate Tech</a> )	Frustrated users, tech avoidance, meeting delays	Utelogy delivers <b>intuitive interfaces</b> , consistent room experiences, remote troubleshooting, and actionable telemetry to ensure smooth sessions.

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6	<b>High operational/support costs</b>	Manual AV support inflates costs; reactive fixes take days ( <a href="#">Mood Media</a> )	Opex bloat, increased downtime	<b>Remote support capabilities</b> and <b>automations</b> , and <b>proactive alerting</b> cut the number of support tickets and on-site visits. Reduce truck rolls and SLA breaches.
7	<b>Scalability and future-proofing</b>	Legacy AV systems limit growth and IT convergence ( <a href="#">Commercial Integrator</a> )	Tech obsolescence, costly upgrades	Utelogy delivers a unified, <b>cloud-native software</b> platform that enables organizations to monitor, control, automate, and manage their connected environments, <b>spanning AV/UC, IoT, and digital workplace technologies</b> , all under a single pane of glass. Its architecture eliminates the need for traditional hardware controllers and siloed systems allowing for easy global scalability.
8	<b>Hybrid/remote meeting inequity</b>	AV shortfalls hurt remote worker experience and engagement ( <a href="#">ProAV</a> )	Collaboration inefficiency, employee churn risk	Utelogy ensures <b>consistent experiences across hybrid environments</b> ; analytics identify rooms or technology that disadvantage remote participants.
9	<b>Lack of analytics for AV estate</b>	Predictive tools enable 30%+ capacity recovery and 15% energy savings ( <a href="#">Spacera</a> )	No data-driven decisions, overbuying, poor ROI	<b>Robust usage &amp; performance analytics</b> enable AV/IT and facilities teams to optimize spend, plan capacity, justify budgets, and show ROI.
10	<b>Energy inefficiency / unsustainable AV footprint</b>	30% of building energy wasted; AV systems often idle or oversized ( <a href="#">Spacera</a> )	ESG risk, excess utility costs	Utelogy identifies <b>underused rooms/devices</b> , enables <b>remote power scheduling</b> , and supports sustainability KPIs and green initiatives.