



The Utelogy Solution

The next generation of
modern workspace
management

utelogy

©Utelogy Corporation
www.utelogy.com

A SOFTWARE-DEFINED PLATFORM TO CONTROL, MANAGE, AND ANALYZE YOUR ENTERPRISE.

We've experienced an abundance of connectivity and it has dramatically changed our lives. It's impacted the way we socialize, the way we play, and the way we work.

We are in the midst of a connectivity revolution that is fundamentally changing how organizations connect their employees, vendors, and customers. With technology-powered experiences facilitating even more collaboration, the office or campus has to bring people together, inspire them and empower them to continue to innovate and enhance worker productivity.

Utelogy Corporation publishes an enterprise-grade software platform for managing, monitoring, controlling, and automating connected workspaces. This vendor-agnostic platform revolutionizes productivity for end-users and enables advanced services for integrators and Managed Service Providers.

The Utelogy platform provides the data to analyze what technology is being used and how its operating to boost productivity and make well informed business decisions.

THE UTELOGY ADVANTAGE

- Vendor agnostic, single pane of glass platform for your entire connected estate
- Utelogy delivers strategic benefits that allow you to leverage your existing IT and AV infrastructure
- Software-based, easy to install, configure and manage globally
- Real-time, proactive alerting and notifications built to reduce MTTD and MTTR
- Usage insights to deliver rich analytics and monitoring for better business decisions
- Reduced operational costs with automated workflows, self-healing and remote troubleshooting
- Secure and cloud-first



THE UTELOGY ENTERPRISE ECOSYSTEM & PRODUCTS

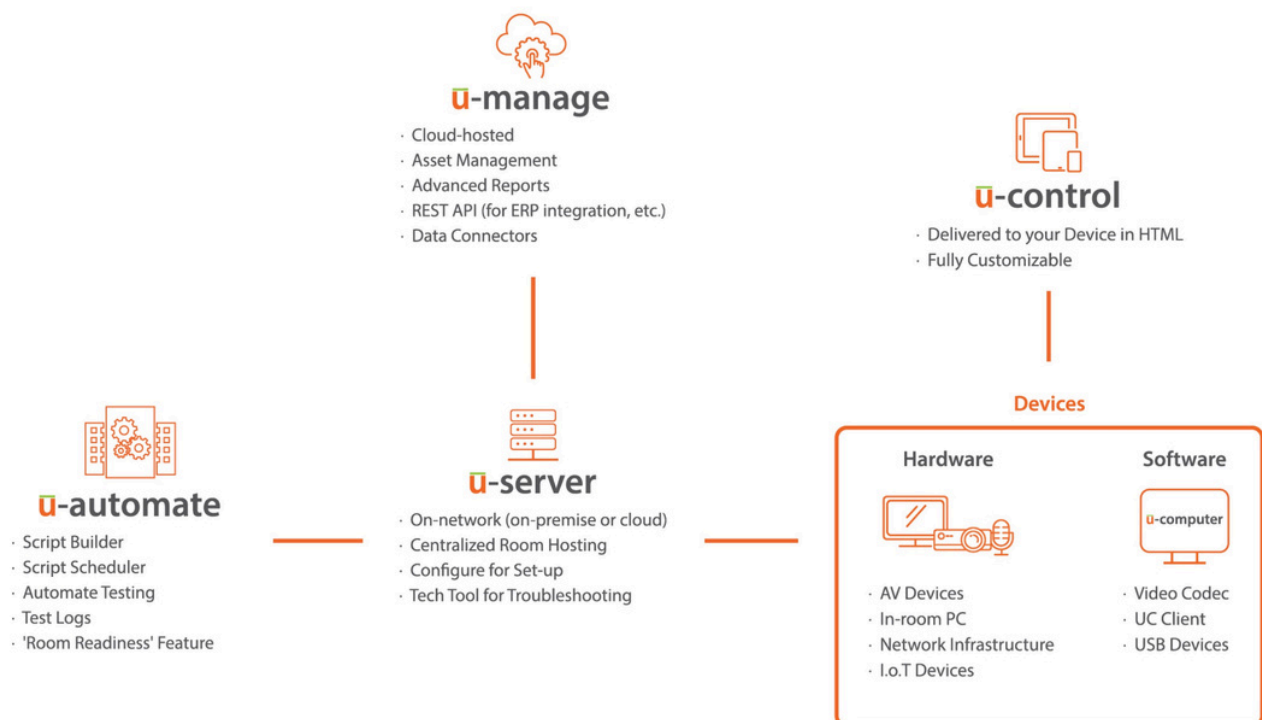
Utelogy is an agnostic, software-only platform, that can be leveraged across the enterprise. As organizations are forced to re-think both the physical and the digital, the modern workplace transformation is more than just a technology shift.

Designed and priced to meet the needs of organizations of all sizes and topologies, Utelogy's solution has been proven to help organizations improve the ROI and level of service, while also increasing users' confidence in the AV/UC estate and significantly reducing the total cost of ownership.

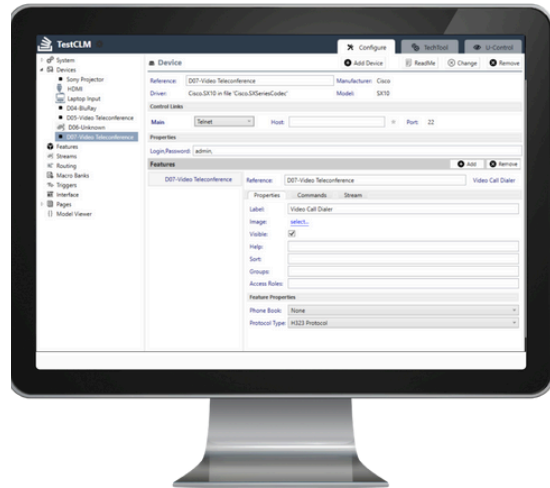
Modern productivity dictates that our systems are integrated and optimized to deliver actionable intelligence and the Utelogy platform is positioned to do just that. With its ability to connect to and control hardware, devices, and building systems as well as its integrate with enterprise software systems and ITSM platforms, it delivers intelligent service with operational agility.

Utelogy Ecosystem

- U-Server & U-Console
- U-Manage
- U-Automate
- U-Control



1. U-SERVER & U-CONSOLE



The Product:

U-Server is the services engine installed on a server or in a virtualized environment. It acts as the processor that allows you to use your own network to deliver AV services, making it simple to use, easy to deploy and secure. U-Console is the configuration and tech tool used to set up your estate.

Key Product Stakeholders:

IT Support Team

The Current Challenge:

Once a problem with an AV/UC device is detected, the IT support team is expected to fix it very quickly – preferably under 15 minutes for diagnosing and resolving problems. Inability to meet this benchmark will result in much higher support team costs.

The Utelogy Solution:

Efficient maintenance and support require the right tools for remotely accessing faulty devices, diagnosing problems and applying preset mediations and testing procedures.

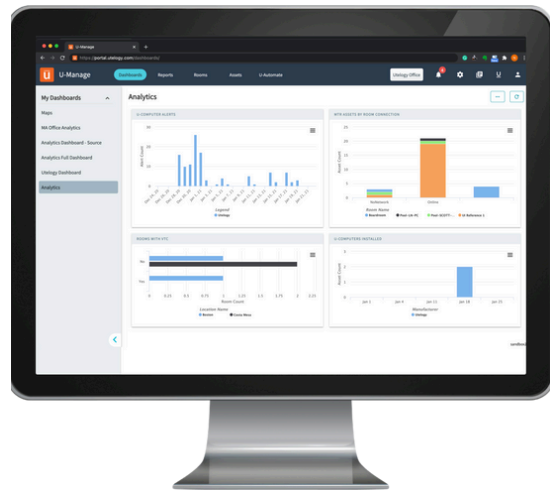
Utelogy's U-Console delivers an integrated suite of tools and services that facilitate remote configuration, assessment, and troubleshooting, enabling IT technicians to support more rooms with greater efficiency.

Coupled with U-Manage, U-Console enables IT support personnel to set up and manage any combination of devices and to swap out any of those devices without having to replace an entire room setup.

Outcomes:

- Easy large-scale deployments
- Interact with the room, specific devices in the room, check ports, and trace routes to ensure connectivity.
- Makes deploying the right collaboration technologies easy and cost-efficient
- Remotely monitor AV equipment messaging to troubleshoot and fix room or device issues

2. U-MANAGE



The Product:

U-Manage is the management portal that provides enterprise-wide visibility for data and analytics, room telemetry, equipment metrics, issues, performance, and usage.

Key Product Stakeholders:

- IT Management (IT Director/CIO/CTO)
- Real Estate Manager (for room/space utilization)
- Finance Director (for equipment depreciation and budget allocation)

The Current Challenge:

With no reporting and no performance benchmarks, informed decision-making is impossible, leading to sub-optimal procurement and allocation of technology to different rooms and departments, under-utilization of existing rooms and devices, resulting in a high TCO.

The Utelogy Solution:

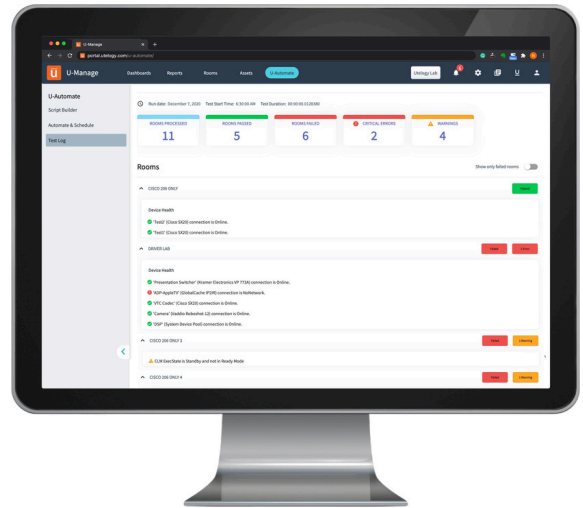
The U-Manage dashboard allows decision-makers to visualize, export, and integrate usage data through a single, unified UI. Using a visual tile-based UI, IT managers are provided with insight into device usage, space utilization, overall system performance, asset lifecycle state, and device malfunction alerts.

U-Manage brings the AV/UC estate into the same type of information silos as the larger ITSM platform, with flexible, granular reporting, key performance indicators (KPIs) and optional integration with 3rd-party asset management solutions through Utelogy's open API.

Outcomes:

- Full visibility into each and every operational aspect of the AV/UC estate, including room utilization, equipment state, usage, maintenance and malfunctions, and performance indicators for evaluating the efficiency of rooms and devices.
- Much improved room/space allocation, especially in environments and times when the demand for AV/UC spaces fluctuates (e.g. more rooms are needed as employees return to fully or partially working from the office).
- Better informed decisions on how equipment should be amortized, based on usage data and visibility into devices' lifecycles.

3. U-AUTOMATE



The Product:

U-Automate is designed to eliminate the costly, time-consuming, and resource intensive manual processes enterprises employ today for overnight room checks.

Key Product Stakeholders:

AV/UC Users, IT Support Staff

The Current Challenge:

Direct costs in this case include wasted executives' time, so a 15-minute delay with 10 executives translates into \$500-1000 in lost productivity. Other costs include sub-par user experience, diminished employee confidence in the organization's ability to maintain high standards and general low expectations.

The Utelogy Solution:

Utelogy's U-Automate provides the tools for scheduling and automating the recurring processes of testing rooms prior to meetings and independently handling equipment problems (e.g. by alerting technical support). U-Automate enables a health check of the entire AV estate and verifies room readiness.

Outcomes:

- Automated workflows and self-healing
- Increased room uptime
- Reduced cost of support staff
- Fewer on-site technicians needed
- Eliminated the need for manual checks
- Improved user experience

2. U-CONTROL



The Product:

U-Control is the interface that delivers Utelogy to your users, enabling them to easily collaborate with a personalized experience.

Key Product Stakeholders:

AV/UC Users

The Current Challenge:

When an employee is unable to operate an AV/UC device, they will likely:

- Choose to forego using the device altogether – degrading the quality of the meeting
- Try to fix the device themselves or ask a colleague to help = loss of productivity
- Opt not to use the technology next time – lowering expectations and confidence in the AV/UC estate

The Utelogy Solution:

Even though different meeting rooms may house different manufacturers' devices, users should be faced with a uniform interface for connecting and setting up devices.

Utelogy's U-Control converts each device's array of operation functions into a unified, simple-to-use tablet-based UI, which presents only the functions users need for each specific room – no more, no less.

Outcomes:

- Better meetings through full equipment utilization
- No time wasted trying to figure out how to operate AV/UC devices
- Built on common web technology to render an HTML web page on tablets, Mac, PC.
- Fully customizable UI to standardize design across the organization
- Improved business efficiency and productivity
- Reduced Total Cost of Ownership (TCO)

GATHER DATA TO MAKE BETTER BUSINESS DECISIONS

With its enterprise landscape visibility, the Utelogy platform delivers a dashboard and reporting environment where organizations can gather and consolidate data from across the enterprise to gain actionable intelligence.

COST SAVINGS & SYSTEM AUTOMATION

With the ability to deliver automated workflows and self-healing scenarios, Utelogy can help maintain secure and resilient workplace technology remotely.

ANALYTICS, REPORTS, AND DASHBOARDS

Utelogy platform gathers data from devices, room sensors, or other building technology. It then provides functional reporting to gain an understanding of the enterprise as a whole.

ACTIONABLE INTELLIGENCE

Turn data collected from devices, locations and equipment into actionable insights that drive employee and client engagement and accelerate innovation.

Leverage that data to get smarter and more predictive analytics into your AV/UC/loT estate.



OPERATIONAL AGILITY

Valuable insights can be garnered for AV, IT, real estate, HR, and others, with the opportunity for further intelligence as business needs change.

DELIVERING CONTROL, MANAGEMENT AND ANALYTICS AT SCALE

Utelogy makes it easy and accessible to manage your entire AV estate under a single pane of glass. Manage all assets on your network, regardless of manufacturer. Gain valuable insights and analytics, view all device metrics, check firmware versions, receive alerts and notifications, and much more.

AGILITY TO SCALE

Users can configure rooms in minutes rather than hours. This allows IT departments to respond to the changing user requirements with ease, speed, and ability to deliver large-scale deployments effortlessly.

CONSISTENT USER INTERFACE

With a robust built-in offering of in-room controls, status displays and automated actions to an extensive tool set of SDKs and APIs, Utelogy enables you to craft a consistent user-interface across all your devices.

ENVIRONMENTAL & ENERGY SAVINGS

Optimizes power usage with automated workflows that power devices off when not in use and during non-business hours. This approach not only reduces energy consumption by up to 30% but also extends the lifespan of AV equipment, contributing to a more sustainable and efficient operation.



VENDOR AGNOSTIC

Utelogy integrated with hundreds of AV/UC and workplace hardware and software vendors to ensure management of legacy estates and technology refreshes



utelogy

©Utelogy Corporation 2024
www.utelogy.com