

4 Essential Use Cases That Enable Proactive IT Management and Planning

AVI-SPL Symphony is an award-winning user experience management platform to administer, monitor, control, and analyze your multi-vendor AV, UC, and meeting environments.

Here's how Symphony supports common IT use cases, including day-to-day technology management, end-user support, and digital transformation planning.

1. Boost IT efficiency

IT leaders are tasked with decreasing costs while delivering faster response times. AVI-SPL Symphony improves efficiency to help reduce operational costs by optimizing resource utilization, minimizing downtime, and reducing negative technology impact to end users. Benefits include:

- **Asset capture:** Captures information about your devices and structure. You can easily see technology assets from a wide global view down to a specific room or space view. Asset capture helps you easily understand deployments and works in progress, and plan for IT budget changes.
- **Centralized monitoring:** Consolidates AV and UC system performance, room data, and meeting information from connected devices and vendor-specific management tools into one platform.
- **Automation:** Utilizes the standards and behaviors you require via room sweeps, auto-ticket creation, clearing, and closing algorithms, and automations for "Room Readiness" or "Power Down" processes.

And Symphony operates on secure and encrypted connections. Whether on a shared multi-tenant environment or your own individual cloud instance, your data is protected.

2. Manage technology performance and user experience

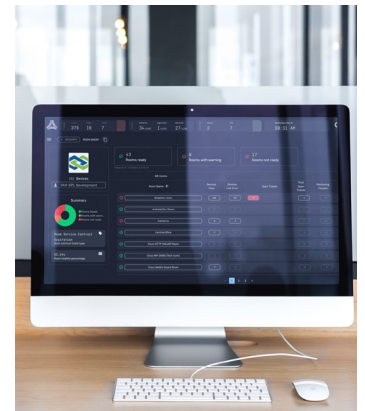
Symphony monitors the health of your collaboration technology estate and controls devices and meetings to provide the best collaboration user experience.

- **Integrations:** Native rich integrations with AV, UC, and other collaboration management applications provide IT resources detailed monitoring and control capabilities. That helps you provide technology users the best collaboration experience possible.
- **Room sweeps:** Runs scheduled or ad-hoc sweeps to ensure rooms are ready to go, reducing end-user-initiated tickets and ensuring a positive meeting experience.
- **Incident management:** Proactively works around the clock to auto-detect issues, automate ticket creation, and enable IT users to automate technology management routines. And if you already have an ITSM platform, we bring systems together. Action out of your ITSM, troubleshoot out of Symphony.
- **Reporting and analytics:** Make strategic decisions about your technology, spaces, and resources with robust reporting and analytics. From data regarding what and where technologies are deployed to details on trouble-spot trends to understanding how your resources are being utilized.

3. Enable successful cloud migration

Symphony's capabilities support migrating to cloud collaboration technologies.

- **Meeting and device monitoring:** Provide the same support to your cloud technologies as you do your AV and legacy technologies. Schedule your rooms right from Outlook, monitor OS telemetry of your cloud room computers, and deliver live meeting support when needed.
- **Self-healing:** Controls aspects of devices remotely, such as volume. And when issues do arise or as part of a standard process, remotely reboot those stationary PCs.



4. Data-driven technology planning

Symphony provides the essential metrics about your technology to enable strategic, data-driven decisions. The platform tracks how meeting spaces are used and how technology performs for meaningful data about space capacity, technology condition, and collaboration adoption.

- **Workplace management:** Provides a more strategic view of your space and overall footprint. How can you repurpose space for your new hybrid workforce? You'll first need to review how your technology is deployed, the types of rooms you have deployed, and even the capacity of these rooms. Bringing this type of information into a single platform with all the other functionality Symphony provides enables a data-driven understanding of the environment.
- **Success metrics:** Delivers essential metrics for assets, cloud migration, monitoring, incident management, and workplace management. Information is delivered in easily accessible visual interactive dashboards to help drive technology planning future decisions. With the data Symphony provides you'll be better positioned to adapt to changing technology trends and market demands and gain a competitive edge.

Explore how Symphony benefits your organization. Contact us to get started.