

MICROSOFT TEAMS ROOMS MANAGED SERVICE

Ensuring your best hybrid meeting experience every time

OUR MANAGED ROOMS SERVICE

Our Managed Meetings Services provides you with a single managed service covering your Microsoft meeting and collaboration environments for a simple monthly fee. We provide 24/7 remote configuration, advanced monitoring, reporting, support and operational management of your meeting room environment across any support deployment model.

We ensure your solution is designed, installed and configured to support your business needs and make sure it delivers against user expectations. We take care of all the administration, updates, patch management and even Teams training and guidance to ensure your employees have the very best meeting experience every time. We even provide advanced replacement and an onsite engineer in the event of hardware failure.

SOME OF OUR CLIENTS

SCIENCE
MUSEUM

LEATHWAITE

GTR

WHATS INCLUDED



TEAMS
MEETING ROOM
LICENSING



FEATURE &
CHANGE
MANAGEMENT



24/7 SUPPORT &
MONITORING



UPDATE
MANAGEMENT



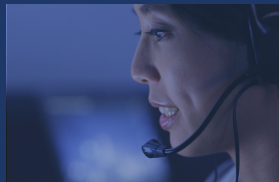
INSIGHTS &
GUIDANCE



ADVANCED
HARDWARE
REPLACEMENT

24/7 SUPPORT & MONITORING

Full health monitoring that covers your entire solution along with reactive and proactive incident and problem management



UPDATE MANAGEMENT

Advanced notification and full management and delivery of application and firmware updates for your meeting room systems.

INSIGHTS & GUIDANCE

Usage Insights into the ways the meeting rooms are used, including usage, activity, people, utilisation, and equipment health & reliability.



ADVANCED HARDWARE REPLACEMENT

In the event of hardware fault or failure, advanced replacement equipment is sent to site, and we provide an engineer to plug in and connect the new hardware.

FEATURE & CHANGE MANAGEMENT

Regular feature advisory update notification and awareness training for your IT Support and customer success teams.



75-85%

Faster meeting start-time due to proactive operations

75%

Faster incident resolution due to diagnostics and recommendations

70-90%

Faster incident resolution due to diagnostics and recommendations