

Managed Meeting Room *SERVICE*



The INTELLITY MMR Service

was specifically developed for the management and maintenance of Microsoft Teams Rooms systems in conference rooms.

Our solution ensures that meeting rooms are always up to date and enables seamless collaboration

- 3 test labs, twice in Germany and once in Thailand
- Years of experience with MTR environments
- Certified Support Engineers and Consultants
- Worldwide remote Support 24/7
- Support of over 3000 systems worldwide at Siemens



Overview of Services

Incident and Problem Management

Troubleshooting within SLA time frame, e.g., 24/7

Tracking service requests

Contacting stakeholders

Proactive and reactive analyses

Proactive stabilization of the ecosystem

Detection of problem patterns

Weekly review of incidents

Ecosystem maintenance

Cleanup of non-compliant devices

Cleanup of accounts in Entra ID

Deletion of duplicate devices in the Teams Admin Center (TAC) per category

Tests and updates

Early adopter tests of new firmware versions and features

Conducting tests, workshops, and experiments in the lab

Creation of guides regular updates

Reporting

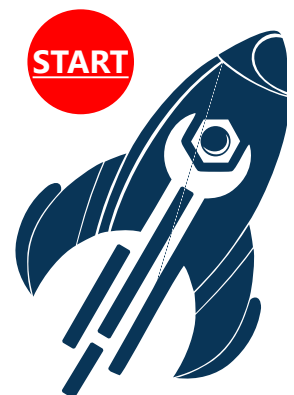
Current status per device class

Trend analyses

Ongoing reporting

START WITH OUR **EXPERTS**

Book an appointment
here:



Mark Heinzius
Head of Business
Development and
Innovation

"Intellity specializes in scalable Microsoft 365 solutions that also benefit small and medium-sized businesses. Our enterprise-proven know-how lets you, as a customer, sleep peacefully at night." Mark Heinzius

