Smart Meeting Rooms

myConfab on Microsoft Teams

October 2021

Microsoft   wipro

Introducing Live Workspace myConfab on Microsoft Teams

Blending remote and in-campus employees seamlessly with an all-inclusive feature rich encompassed solution with Microsoft certified AV and sharing devices for an efficient collaborative environment and quick decision-making

Meeting Rooms Assessment, Designing and Device Integration

Employee Experience Management with Intuitive monitoring and Predictive Analysis

Redesigning traditional meeting rooms to smart meeting rooms with Microsoft Teams Room Solution to accommodate hybrid workplaces with Wipro's Consulting and Transformation services and deliver inclusiveness and equality in meeting environment to all the employees irrespective of the location

✓ Enhanced Employee Experience

✓ Increased Employee Engagement

✓ Improved Employee Productivity

✓ Prioritized Employee well-being

✓ Accelerated Business Outcomes

DIGITAL CONSULTING

TRANSFORMATION
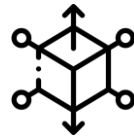
MANAGED SERVICES

SMART ADOPTION

Microsoft

wipro

Reimagining collaboration with myConfab on Microsoft Teams Room

Discovery & Assessment → Service Readiness → Device Selection & Procurement → Site Readiness → Setup & Configuration → Change Management → Operations Support

CONSULTING

- Discovery and Assessment of the existing meeting rooms
- Service Requirements Preparation
- Device Selection and Procurement with POC
- Room Readiness Assessment
- Migration Roadmap

TRANSFORMATION

- Site Readiness Assessment
- Setup and Configuration
- Testing and Validation
- Project Sign-off
- Change Management

MANAGED SERVICES

- Centralised Monitoring of devices and rooms
- Real-time support
- Dashboard Insights
- Proactive maintenance
- Operations Management

SMART ADOPTION

- Empathetical change management
- Self service
- Behaviour Enforcement
- Real-time Analytics
- Persona-driven insights

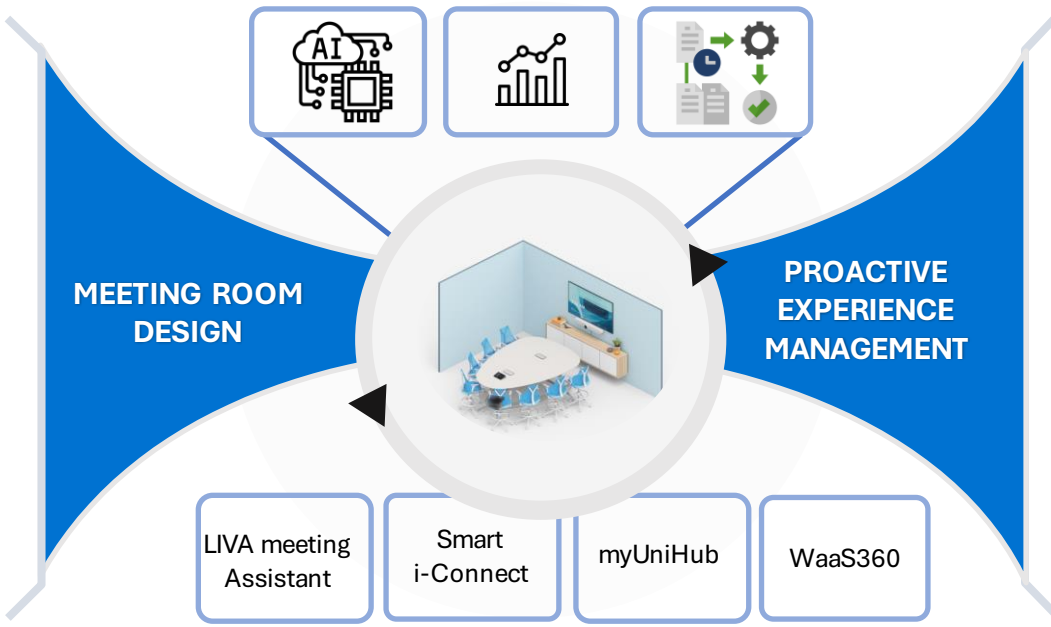✓ **Simplified Workflows**   ✓ **Seamless multi-platform integrations**   ✓ **Transparency of the estate**   ✓ **Secured Collaboration**   ✓ **Lower Operating Costs and Maximised ROI**

Frictionless hybrid meetings with myConfab

1 Digital Consulting **2** Transformation **3** Managed Services **4** Smart Adoption

EMPLOYEE EXPERIENCE

MEETING ROOM ASSESSMENT
Analyse size, seating arrangements, device setup location, capacity

DESIGNING MEETING ROOMS
Room designing with audio, video device selection from expansive portfolio

MEETING ROOMS SCHEDULING
Defining booking and usage guidelines by incorporating smart booking analytics and real-time wayfinding

MEETING ROOMS DEVICE INTEGRATION
Device Procurement from OEMs and their integration in meeting rooms

MEETING ROOM DESIGN

PROACTIVE EXPERIENCE MANAGEMENT

LIVA meeting Assistant

Smart i-Connect

myUniHub

WaaS360

SUPERIOR MEETING EXPERIENCE
Immersive meeting experience with AR/VR to open new avenues for interpersonal interactions

PRODUCTIVE COLLABORATION
Unleashing creativity with digital canvasses to allow employees to collaborate visually

PREDICTIVE ANALYTICS
Real-time analytics with alerts for managing meeting room usage and occupancy levels

INTUITIVE MONITORING
24*7 monitoring with AI-driven proactive management & threat analytics of devices with support via cognitive virtual assistants

EMPLOYEE ENGAGEMENT

EMPOWERED CREATIVITY
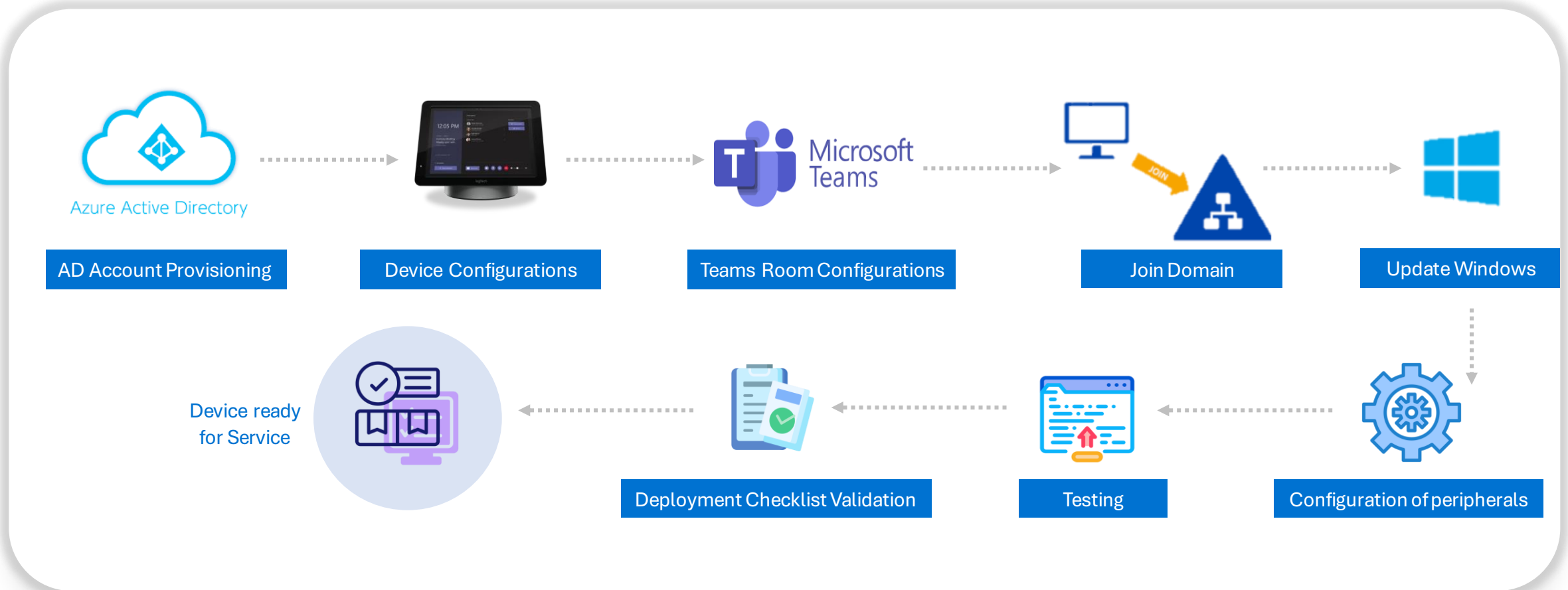
REIMAGINED COLLABORATION

INCREASED PRODUCTIVITY

Features
- Touchless conferencing
- Smart whiteboards Surface Hub
- In-room app controls
- HoloLens integration
- Dual and mirror content sharing
- Calendar integrations
- AI-driven motion-based devices
- Intel Unite
- Booking screens

End to End Digital Experience Monitoring & Management by **ExperienceNXT**

Empathetic Change Management and Digital Adoption

Setup and Configuration of Devices in Meeting Rooms

Azure Active Directory

AD Account Provisioning

Device Configurations

Microsoft Teams

Teams Room Configurations

Join Domain

Update Windows

Device ready for Service

Deployment Checklist Validation

Testing

Configuration of peripherals

SCALABLE

SIMPLE

FLEXIBLE

Microsoft Teams Rooms Monitoring and Support

Display

AV Devices
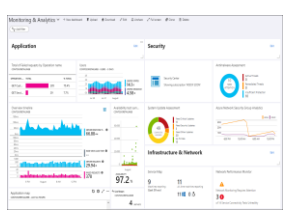
Smart Console

Azure Monitor Agent

1 PROACTIVE ISSUE AVOIDANCE

Meeting Room users

- Real-time support during meetings
- Device Performance and Health Status
- Room Utilization

2 CENTRALISED MONITORING AND MANAGEMENT
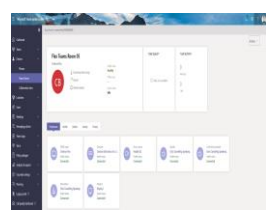
Microsoft Teams Room Admin Center

Microsoft Azure Monitor

- 24x7 Monitoring
- Predictive Maintenance and Impact Analysis
- Multi-vendor AV IP devices and applications monitoring
- Dashboard with insights, usage and alerts

3 OPERATIONS MANAGEMENT

- Asset Management and Procurement
- Dedicated Service Delivery Team
- L1/L2 Support Team
- Cross Functional Services Team

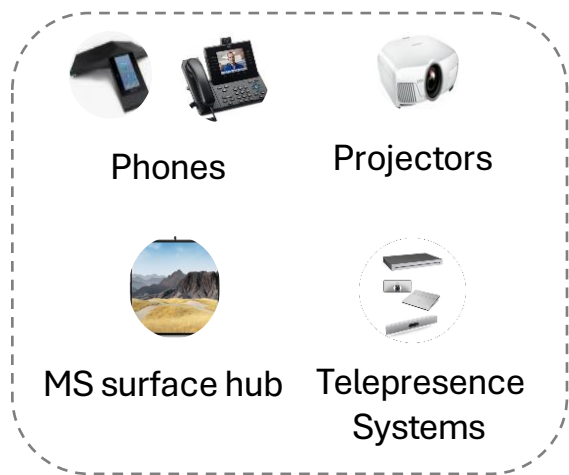**ESTATE VISIBILITY** | **PROACTIVE ANALYTICS** | **INTELLIGENT WORKFLOWS** | **AUTOMATED RESOLUTIONS** | **KPI MONITORING**

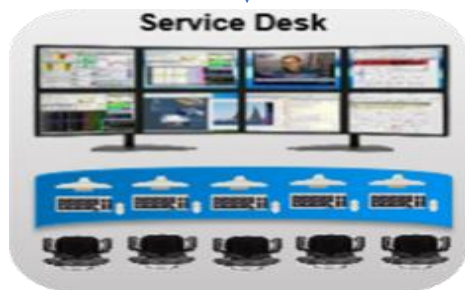# Microsoft Teams Rooms Monitoring with IoT

IoTNxT | IoT tool for monitoring and management of IT-OT devices and equipment's

servicenow

Phones | Projectors

MS surface hub | Telepresence Systems

Other OT Devices like Cameras, Printers, Edge Routers etc

Office 365

Collaboration and Integration

AV Monitoring
Powered by Wipro Smart i-Connect™

Service Desk
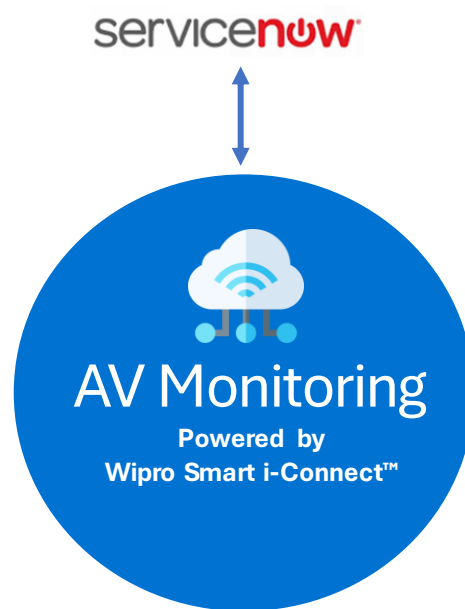
- Real time view of device data onto centralized dashboard
- KPI monitoring and Increased device availability
- Proactive monitoring of the equipment
- Optimize device performance
- Device Life Cycle management
- Remote device management
- Better visibility and reporting at individual site level

Communication Protocols - 100+ | Deployment Flexibility – On Premises, On Cloud and Hybrid | Edge computing capabilities | API and data management for B2C and B2B

Target Operating Model of myConfab

Windows and non Windows devices

Global regions
Meeting Room Spaces (Small/Medium/Large)

Integrated Platform

MONITORING

| Proactive monitoring and Alerting | Centralized control | Preventive maintenance Management | Patch & Compliance Management | Analytical Reporting & Dashboards | Integration | Room utilisation |

DEVICE LIFECYCLE MANAGEMENT

| Portfolio management | Device Configuration | Device Deployment | Asset Maintenance | Asset Productivity and device security | Asset Recovery/Renewal |

SUPPORT

Incident Management I Request Management I Problem Management I Change Management I Asset Management

EXPERT CONNECT

Monitoring I Administration I Escalation Support I Service management I Catalogue Management | Road map management I Break fix Coordination I Preventive maintenance scheduling

FIELD SUPPORT

Local Support | Live Event Support | Critical Meeting Support | Break fix facilitation

GOVERNANCE

Global Governance I Regional Governance I Quality I Service Management

Deployment Flexibility – **On Premises, On Cloud and Hybrid I Edge computing** capabilities I API and data management for B2C and B2B

- Global visibility utilization and compliance
- Reduced inventory holding costs
- Simplified consumption for receivers
- Centralized Real-time view of device data
- Proactive monitoring to optimize device performance and improve availability
- Remote task and workflow execution
- Integration with Intune for windows device management
- Monitor IoT devices

Thank You