VisibilityOne: Higher Education Use Case

The demand to offer a quality collaboration experience has grown immensely since remote learning has become the norm. Today lecturers are challenged with the inevitable misuse of the componentry of their video collaboration and audio-visual systems.

Challenge

Large universities with 1000 collaboration rooms can expect to service over 3000 trouble ticketsmonthly forjust collaboration incidents. The number one challenge for video collaboration in huddle rooms and classrooms on campus are faults associated with the USB Connected devices. These devices are typically connected to a PC running Zoomrooms and Microsoft Teams Rooms. In fact, in a recent study 85% oftrouble tickets were because of faults or unresponsive connected devices.

- Primary camera, monitor, mic, or speakers not enabled when video call is initiated.
- Classroom downtime because of these technical faults.
- Prevent delays and downtime of remote VIP lecturers
- Improve overall user experience

Solution

- VisibilityOne to help create amore transparent environment for tracking, monitoring, reporting, and issue solving.
- Our AI plug-in for Zoom rooms and Microsoft Teams Rooms detects and restores failed or disconnected devices before they create an issue.
- VisibilityOne restores Zoom Room settings to primary cameras, mics, and speakers after the class has ended eliminating one of the most frustrating issues for the next scheduled class, and that's turning systems on to find nothing is set to standard settings.
- Ability to monitor end-to-end Zoom Room QoS network path for critical assessment and action on the part ofthe network team.

Results

- Easily track and record recurring issues and faults to help get to the crux of the matter eliminating unnecessary recurrences.
- Helped triangulate issues quickly avoiding the inevitable finger pointing that goes on between the network team, the service providers, and the hardware manufacturer. In a few words, VisibilityOne is the solution that eliminates the endless loop of searching for the culprit.
- Gained the insights and metrics they needed to proactively address quality issues with the different stakeholders.

Quote

"VisibilityOne understands there is more to a video conferencing platform than just the underlying network. Amazingly, VisibilityOne delivers a single view of multiple hardware vendors and cloud services. Not toggling between complex tools is truly a game-changer."

Dave Van Kanegan, IT Strategist