Case Study

Timico Technology Services

Microsoft at the touch of a button

AV technology for IT support

When Timico Technology Services decided to build a new head office they needed to create a set of physical meeting room environments that complimented the very software solutions that they provide to customers and even use every day in their business activities.

Connecting these services was key to development of the meeting spaces. Something simple to use which allowed for the transfer of desktop services such as Microsoft's Skype for Business for voice and video, and presentation products from the Office 365 suite directly to large presentation displays, with added ability in the main boardroom to interact with the content via a touch display.

Three main elements made up the core of the requirement. Several small meeting rooms for 4 to 6 people with displays for presentations and the ability to link voice and video calling via Skype for Business and standard based voice calling.

An 18-seat boardroom with the requirement for an interactive main display for video and voice calling, presentation, TV, wireless presentation and the ability to manage and control all system components.

Another element was the need for each meeting room to have a booking management platform, allowing for management centrally. Users wanted to be able to walk up to a room, check if it was free and if so, make a booking from outside the room. All the information then needed to automatically update the central management system seamlessly.

Lastly, the need for each business space to have displays showing critical information such as service desk tickets or sales results from PC's and other devices.

Many parts make a whole

To create the solution Fitzpro looked at the leading-edge technologies available to them which would complement the working strategies used by Timico

Each small meeting room was equipped with a large format display ranging from 42 - 55" and a Polycom Trio conference phone which works with Skype for Business, has the ability to connect to any Bluetooth smart phone to turn your standard phone call into a conference call at the touch of a button. A number of these rooms also boasted the Polycom Visual+ boxes which allowed for video calling via the Skype for Business platform too. Each room also had an Extron Cable Cubby system integrated into the meeting room table. This provided hard

connectivity to charge laptops, USB power sockets to charge personal devices, and HDMI&VGA cables for connecting to the display in the room.

The Main 18-seat boardroom was the highlight of this project with a fully integrated AMX control, video and audio management system. An AMX 10.1 table top control panel was installed for control of each service in the room. This included powering on and off the 85" 10 point touch interactive CTouch display, switching between sources the in room and controlling the volume levels of the 8 table-top flush mounted Crown microphones and output volume of 4 JBL Control-4 Micro ceiling speakers. Sources included a Windows 10 PC with Skype for Business and Office Suite integration which could be touch controlled via the 85" display. Table-top connections for VGA, HDMI and audio via AMX in-table connectivity, and an Apple TV also controlled via the AMX touch panel.

All the boardrooms' control processing, and video/audio routing is managed via an AMX Enova DVX all in one presentation system with an AMX Alero microphone mixer for added control of the Crown Microphones and added AEC to stop audio issues during video and audio conference calls.

This room also included a 1080p full HD video conferencing camera which is used in conjunction with the Skype for Business platform and controlled via the integrated AMX control panel. Users can move the camera angle, zoom and tilt with the touch of a button.

The room booking system was delivered with AMX 7" S-panels outside each meeting room to allow for interactive booking management directly from the panel. This in turn automatically updated the connected Microsoft Outlook calendar for that space together with providing visual feedback showing whether the room is free, booked for an upcoming meeting or currently in use.

Finally, a number of large displays were installed in the support, sales and build areas across the building. Each of these had HDMI connectivity to allow data to be shown from critical information systems or TV when required.
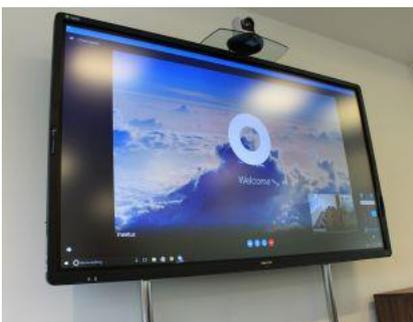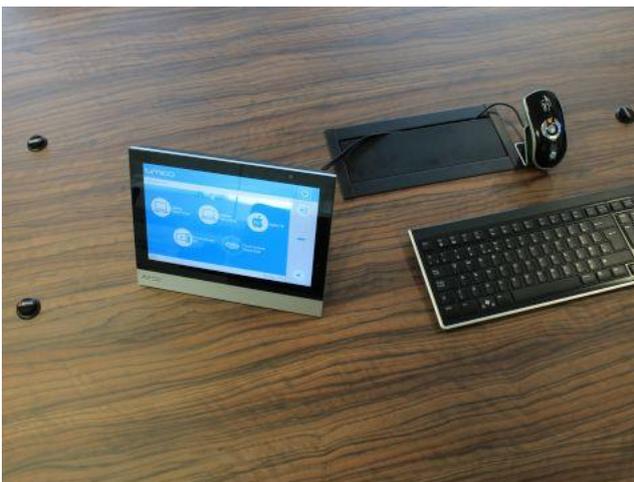
Seamless AV with IT

At the end of the whole process a fully integrated IT and AV solution was created with attention to the needs of the business. With the support of AMX on this project, Fitzpro were able to meet all of our clients' needs.

Teams can be creative in the various zones with interactive displays. By white boarding on the digital display and sending meeting notes directly to storage servers or each other. Without having to check with a receptionist, people can simply book a room when and where they need it.

The most important element to capture was the users every day journey from booking a space to meet in, management of that booking and then using the solutions without complication or training. Each user receiving details of where to meet and how to connect was also achieved, whether that was by being in the room or connecting by audio or video to the meeting. Each of these was easy to do for staff, guests and remote users wishing to access too.

Within the meeting space, things are now simple for the users. Gone are the systems that just don't work. Now in place is a system and solution that can be used by anyone with no training required. The team can connect to any of their other offices globally at the touch of a button

" The solution that Fitzpro have delivered is excellent and really does provide exactly what we needed. Each system is simple to use and empowers our teams to work seamlessly with each other and our clients.

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