



roomready™

366

AV-enabled  
spaces  
supported

1,800+

devices across  
all collaboration  
spaces

## BUSINESS OUTCOMES

- **Operational Continuity and Reduced Risk**  
By decentralizing the AV architecture, we eliminated the single points of failure that once took 366 collaboration spaces offline.
- **Reliable Executive and Event Experiences**  
High-stakes executive calls and large international events used to be a recurring source of failure now run on a stable, professionally supported platform.
- **A Shift from Reactive to Proactive**  
Scheduled maintenance, room sweeps, and health checks replaced the constant cycle of reactive fixes, freeing internal IT from AV failures.
- **Governance and Visibility for Leadership**  
Dedicated program management, centralized ticketing and auditing, and a recurring business-review cadence provided structured reporting and accountability it had been missing.
- **A Trusted Partnership That Expanded**  
The stabilization work earned a level of confidence that opened the opportunity of a full environment refresh, expanding remote monitoring and management.



# CASE STUDY

## CLIENT OVERVIEW

**Client:** Major Hospitality Group

**Industry:** Hospitality

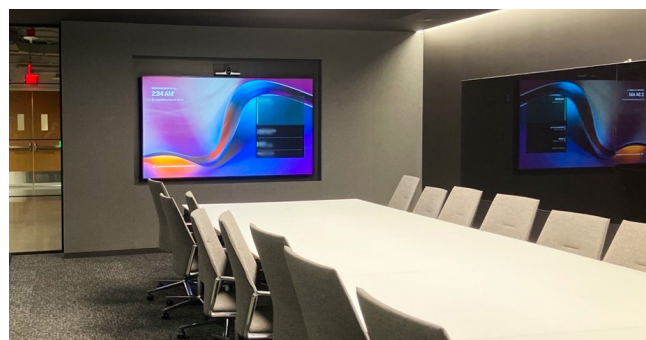
**Project Scope:** 366 meeting, executive, and event spaces

**Integrator:** RoomReady

**Platform:** Microsoft Teams

**Hardware:** HP Poly

A major hospitality group partnered with RoomReady to bring reliability and proactive support to how their meeting, executive, and event spaces performed, recovered, and stayed invisible to the people using them.



# CHALLENGE

- One device failure could take down an entire floor of rooms, not just a single space.
- Audio instability and dropouts disrupted meetings and events.
- Executive-level video calls failed mid-meeting.
- High-stakes events with hundreds of international participants were under constant risk.
- A purely reactive support model, with no proactive maintenance or support.
- No dedicated support staff; IT was called on for reactive support.
- Limited visibility into room health, lifecycle status, and recurring failure trends.

# RESULT

RoomReady moved the hospitality company from reactive support to a structured and proactive operation. We decentralized the room architecture, and each space now runs on its own and a single failure affects only that one room, never an entire floor. We migrated room systems to a more stable, appliance-based, Microsoft Teams-on-Android model in place of the original Windows-based design. We brought the recurring audio and reliability issues that once plagued executive calls and live events under control.

And we established the documentation, reporting, and governance the company had been missing, giving leadership clear visibility into an environment that was previously opaque and unpredictable.

- Reduced risk with operational continuity
- Reliable executive and event experiences
- Dedicated onsite team + program management
- Governance and visibility for leadership
- A trusted partnership that expanded

# SOLUTION

RoomReady prioritized a roadmap of short-, mid, and long-term recommendations, explaining, room by room, where the design was creating failure points and how to begin mitigating risk and moving toward stable ground.

One principle guided every decision: **simplification**.

After a competitive RFP, the hospitality group selected RoomReady to deliver a dedicated Elite embedded support model built for the scale and complexity of its headquarters, putting the recommendations from that very first consult into action at last. From the first emergency call in late 2022, RoomReady's embedded team was on the ground by mid-2023.

RoomReady established a fully managed support operation designed for long-term reliability and visibility: not just technicians on site, but an integrated team. The engagement includes dedicated onsite technicians supporting conference rooms, executive spaces, and large live events, with coverage carved out specifically for the company's high-stakes event calendar.



# KEY TAKEAWAY

For an enterprise running hundreds of business-critical spaces, AV reliability isn't *just* a technical issue; it's an operational and reputational one.

By stabilizing the environment, **eliminating** single points of failure, and operating proactively, RoomReady turned a high-risk liability into a dependable, scalable foundation and a long-term partnership.