

AVI-SPL

CONCEPT CATALOG



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The Future Workplace is Human-Centric

It's been a tumultuous ride since the immediate pivot to remote work a few years ago. Later, we navigated the great resignation as we started welcoming employees back to the office. Today, we're planning for the future workplace - and it puts people at its center.

As hybrid work transforms into anywhere work, collaboration and employee experience goals continue to evolve. Workspaces are changing to meet team expectations, and your technology

must keep pace, with equal attention given to remote and in-office experiences.

In short, we need to make anywhere work more human-centric. Everyone needs to connect easily, access the same tools, and have an equal opportunity to collaborate. And we need to offer elevated, immersive experiences that encourage employees to return to the office. AVI-SPL can help you do this through 2023 and beyond.

Discover human-centric insights

We designed this year's concept catalog with human-centric technology solutions in mind,

starting with a how-to guide. Steps include clearly defining your goals, assembling an anywhere work committee, and building a roadmap to successful office transformation. We know that sounds easier said than done, so this catalog gives you concrete guidance.

Next, you can discover what your peers plan to focus on to create a human-centric workplace. We share highlights from a recent Forrester Consulting study commissioned by AVI-SPL, "Creating more human-centric experiences with the right anywhere work strategy."

Immersive spaces, platform interoperability, and VR design

From there, we take a deep dive into a hot unified communications topic, platform interoperability. Review what true interoperability means, some common challenges, and how to overcome them.

Since in-person collaboration is still essential, get inspired by reviewing the immersive auditorium and meeting spaces created with the United States Naval Institute. AVI-SPL worked with a large team, including the customer, architect, and general contractor to realize this vision.

Additionally, we highlight work from AVI-SPL XTG, our experience technology group. This team creates immersive experiences designed to attract and retain talent and engage and delight customers.

As you plan your future workplace to deliver more human interaction, reaching a consensus on room design can be time-consuming. Teams can also be unsure of what the finished space will look like. The AVI-SPL virtual reality (VR) design studios article illustrates how we can overcome those challenges with you and reach agreement on future workplace plans faster.

Hybrid learning environments

We can't forget that learning environments need to change too. Our education teams share insights on technology you need to create or enhance hybrid environments that can empower student-faculty engagement.

Wherever you are on your workplace transformation journey, AVI-SPL is ready to help. From design and deployment to ongoing service and user experience tracking, we have the tools and expertise to help your organization succeed. Read through the catalog and note which articles can help you with your humancentric workplace goals.

Ready to explore how to create human-centric hybrid experiences? Turn the page to get started.

Employee expectations for anywhere work options drive the need for flexible workspaces.



How-To Guide:

Your Workplace Collaboration Program

By following the suggestions in this guide, you'll take your vision for a human-centric workplace that supports anywhere work and create an actionable roadmap for success. You'll also see the distance between your current capabilities and your desired future state.

The steps in this guide bring clarity to the path to take and give you an idea of what's realistic within parameters such as:

- What your stakeholders want from collaboration technology
- Where and how do your teams want to work: in the office, at home, or both
- What a human-centric workplace means to your employees
- What the technology can do
- The timetable for implementation
- Your budget

Be sure to document all the information during each step. Your notes will guide your expectations and consolidate the goals, preferences, and requirements that you share with your digital workplace services provider. Throughout the discovery process, you'll set goals for your human-centric hybrid workplace and define your strategy.



Who this guide is for

We designed this human-centric workplace guide to help any business organization, including those across:

- Enterprise
- Mid-market
- Higher education

The recommendations in this guide will also give consultants, architects, and general contractors insight into AVI-SPL's approach to solving customer challenges.

Create an anywhere work committee

You're committed to improving business outcomes by enhancing workplace collaboration. The first step in that process: forming a group that expresses the insight of different constituents within your company. These will be the people to lead and shape your company's vision for an inspiring, productive digital workplace. This crossfunctional committee will form a foundation of expectations for collaboration solutions, user experience, and support.

Build your committee of diverse viewpoints by including representatives for:

- End users
- Human resources
- Real estate
- IT leadership
- Support teams
- Facilities managers
- Architects
- Designers
- General contractors

This combination of internal stakeholders and external advisors will provide a variety of perspectives that cover the needs your technology solutions must meet.

Tips for your stakeholder committee

The following recommendations will frame your expectations and help you open a conversation with a digital services provider. Keep these in mind at the early planning stages within your task force.

- Consider how technology integrates and if it's interoperable to see if the result will be acceptable to your users while aligning with budget and investment considerations.
- Think standards. You want to promote adoption by having your technology solutions standardized across offices while also having the flexibility to account for each location's unique needs.
- Include support services in your internal conversation from the outset of your project. Identify those support elements

- you need and the issues you'll need to work through. Discuss your level of risk tolerance and budget models that would support that level of risk. This will remind you to have that conversation with your services provider/consultant/architect early on.
- Stick to your strategic vision. Keep in mind the impact you expect of your solutions.
 You're trying to create the type of spaces where people want to work and to provide the experiences that keep them with your organization.
- Assemble an implementation team that will work with the services provider. This group should include technical experts from your committee as well as end users for testing and typically includes IT management.

Define your organization's business goals

A human-centric workplace should support your organizational goals in addition to the individual experience. Your strategic goals will serve as an umbrella that encompasses more specific requirements. Your committee should clearly define those business goals with measurable objectives, or key performance indicators (KPIs). Your broad outcomes may include the following:

- Supporting a human-centric experience in your anywhere work model
- Supporting your company culture, including DEI initiatives
- Anticipating and meeting market challenges
- Building company value
- Attracting and retaining talent
- Increasing teamwork and exchange of ideas among distributed employees
- Innovating with greater efficiency and boosting productivity
- Maximizing real estate
- Measuring the ROI of your technology solutions investment

With these "big picture" goals established, tap into your committee's understanding of how your organization's teams work to achieve and measure these outcomes.





Identify your user types

Define your key end-user personas in light of the experiences you're trying to create. You want to map relevant collaboration and communication solutions capabilities onto these user needs.

Find areas where users in different departments have similar expectations from collaboration technology.

- Small or large-group collaboration
- Desktop power users
- Which spaces they prefer (huddle rooms, conference rooms, jump spaces, open spaces, desktop computing)
- Level of interaction with in-room technology (from fully automated to a largely manual room experience)

Your focus on key personas will form a baseline of expectations regarding technology and experience as your committee works through these early stages of defining needs and goals. Keep in mind that personas are not only based on employee roles. For example, your personas may include power users (who rarely need assistance) and white gloves (those who prefer a guided meeting experience).

Deep dive: watch the *Empower*your Hybrid Workforce
roundtable

Step 4

Create measurable key performance indicators (KPIs)

Define your success metrics and plan for continuous improvement. Establish metrics for success and measure your program by them. These can include more meetings where video is used, content sharing, expanded chat vs. email use, and greater room utilization. Gather these metrics as you deploy your technology solutions and set roadmap milestones. Identify the critical levels where you want to "move the needle." Such areas may include:

- How often are rooms used for collaboration (If a room is used more than 50 percent of the time, it's time to add another.)
- Percentage of room use by capacity per meeting
- Number of video hours per room
- Percentage of meetings with content sharing

Be prepared to pivot your tactics to optimize user experience, technology adoption, and ROI.

Shape your technology solutions and user experience

When you consider the technology solutions that will make these strategic goals possible and satisfy your end-user personas, you'll articulate outcomes regarding their features, capabilities, and benefits. Think about the human workplace and its technology solutions, and find areas that your committee will agree are must-haves, including:

- A seamless, consistent collaboration experience that feels the same from wherever they work, across various devices
- Solutions that are easy to use, reliable, secure, and can be centrally managed
- Reduced delays to meeting start times
- Interoperability among solutions

- Maximized use of existing real estate, including collaboration areas, meeting rooms, and focus spaces
- Tracking room and technology use to ensure that digital workspaces are meeting the work habits and needs of the workforce
- Measuring the user experience and network performance

These tactical objectives will express the various needs and preferences of your constituents -- including end users and IT staff -- and will further define the essentials of this transformation program.

Deep dive: watch the Collaboration2.0 Where are we > Now? roundtable



Continually measure and improve the user experience

Plan for continuous delivery and improvement. Part of creating a human experience is letting teams focus on meeting goals instead of getting technology to work. <u>AVI-SPL Symphony</u> helps ensure that your technology works as expected. With Symphony, you'll:

- Know the quality of the meeting experience with real-time, detailed performance metrics and system health status.
- Monitor and control the most common meeting solutions, video conference applications, and devices.
- Keep technology functioning optimally and your IT team operating efficiently.

And, with robust reporting and analytics, you'll leverage valuable Symphony insights to support continuous service improvement, make wise technology investments, and unlock new value for your organization and your users.

In addition, AVI-SPL user experience services help you monitor and manage your Microsoft Teams environment.

AVI-SPL will help you plan, deploy, operate and optimize your human-centric hybrid workplace. Contact us to get started today.

Deep dive: watch the *Microsoft Teams Rooms User Experience* > roundtable

Choosing your technology solutions

As you define your desired outcomes, you'll clarify the types of collaboration and enterprise video solutions you expect will fulfill those goals. Consider the features and benefits you expect from three broad areas of technology systems: **collaboration solutions**, **enterprise video**, and **managed services**.

Collaboration solutions

- Real-time, video-enabled group work from anywhere (huddle rooms, conference rooms, boardrooms, open collaboration spaces, home offices, worldwide locations)
- Unified communication and collaboration platforms like Microsoft Teams, Webex by Cisco, Zoom, and Google Workspace.
- Interoperability between UC platforms
- Wireless sharing, presenting, and annotating of content among in-room and remote attendees
- One button to click to join and connect with any platform

Promote teamwork by making video collaboration readily available and easy to use in dedicated spaces. Room collaboration should also accommodate BYOD for wireless sharing.



Enterprise video

- Produce, distribute, manage, and analyze one-to-any live or on-demand video communications
- Solutions include video studios, remote production services, streaming and recording capabilities
- Secure video asset management and distribution

Managed services

- Centrally monitor and manage your assets (including rooms and their devices); schedule and launch video calls
- Troubleshoot connections and resolve issues before they affect users
- Collect and analyze real-time data about collaboration technologies' health, performance, and adoption. These analytics will guide the future allocation of resources and investment
- Management of your collaboration technology by dedicated personnel at your location or working from AVI-SPL's <u>24/7 global service operations centers</u>
- Proactive monitoring either by internal staff or a managed services provider







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Forrester Consulting Anywhere Work Insights

The pandemic's disruption of business as usual changed employee expectations about work flexibility and what they want from a trip to the office. Teams expect to work from home, drop into the office when they need to and continue working seamlessly. Employees want the same tools, the same experiences, and the same level of productivity and opportunity from any location. Now, business leaders must face the challenge of fostering human-centric experiences no matter where teams work.

AVI-SPL commissioned Forrester Consulting to study what organizations are doing to meet employees' workplace needs better and foster a human-centric experience. Forrester Consulting surveyed more than 500 North American workplace strategy, IT, and experience decisionmakers to learn more about companies' efforts, challenges, and goals in the anywhere workplace.

Employer priorities for the hybrid workplace

The study indicated that the majority of leaders are concerned about the human experience of both in-person and remote team members.

said they're afraid 7% remote or anywherework employees will feel like second-class citizens compared to those who are in the office.

% said they're afraid in-office employees will feel like second-class citizens when in the office.

Essential findings from the study also include:

- Organizations are getting better at facilitating anywhere work.
- Challenges persist due to the magnitude of the transition.
- To see the biggest results, companies should first address the human aspects of anywhere work.

With Forrester predicting 30% of organizations will fail at anywhere work, these priorities are

a good start. One of the top causes of failure will be not adapting work culture and methods to suit anywhere-work initiatives. Another forecasted cause is leaders who still try to keep work entirely in person. Technology is the essential bridge across this divide.

"Attrition at these firms will rise above their industry averages. Monthly resignation rates will rise to as high as 2.5% in 2022 until executives feel the pain and finally commit to making anywhere work actually work," the study concluded.

Technologies that support anywhere work

Creating a better hybrid environment and getting people back in the office often require significant technology upgrades. In fact, 76% of respondents indicated that better AV, communications, and collaboration technology will motivate employees to return to the office. Now, decision makers report facing challenges around what kind of technology to implement and how to do it.

More than half report these collaboration challenges:

Making sure employees adopt tools for a more human experience

Training employees on collaboration technologies

Providing positive employee 51% experiences, regardless of

Moving forward in 2023 and beyond

Organizations are creating goals and initiatives to address these challenges to improve hybrid work and the human experience. More than one-third of respondents say their next steps involve investing in new technology such as interactive whiteboards that work in-room and remote at once and exploring virtual reality tools.

Areas of focus include:



New office technology for better in-office experiences



Upgrade collaboration technologies for better hybrid interactions



Employees' home office needs via stipends

The relatively new anywhere-work culture is still evolving and doesn't all center around technology. However, technology is a key enabler for humanizing collaboration with distributed colleagues and teams. For more details from the study and to learn what your organization's next steps should be, read the full Forrester Consulting study.

Request your copy of "Create More Human-Centric Experiences With The Right Anywhere-Work Strategy" today.

Data is from the Forrester Consulting "Creating more human-centric experiences with the right anywhere work strategy" study, commissioned by AVI-SPL in May 2022.

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Enhance the Human Experience with UC Platform Interoperability

Today's businesses are multi-tool, multi-vendor, multi-location environments. As a result, unified communications (UC) platform interoperability is key to communication and collaboration that strengthens the human-centric experience.

What does interoperability mean in the workplace? Users must be able to easily connect and share between virtually any platform or device. Meeting participants using different applications – Microsoft Teams Rooms, Webex



by Cisco, Zoom Rooms, or Google Meet—want to easily connect with others using their platform of choice. For you, it's a question of how to enable interoperability so that teams don't even have to think about it.









Key components to making collaboration interoperable

Interoperability is complex in the current environment due to numerous solutions, brands, and preferences. Consider these aspects of interoperability and compatibility:

- Hardware and software solutions
- Audio and video elements
- Different types of calendars
- Meeting links and information
- Collaboration elements like chat, documentation, whiteboarding
- Access to shared content



A human-centric experience includes being able to focus on work, no matter how teams connect. The goal is to ensure teams do not waste time figuring out technology. All components must work together correctly and consistently, without calling for support, from the start, and at scale.

To deliver the best employee experience, it is not enough to simply connect to any meeting. Employees should have access to the full suite of tools in each platform as well.

Watch the *interoperability* podcast >



It's really the end users that are pushing the agenda and they're right, we should be able to connect these systems and not have a lot of friction when trying to do so."

John Bailey, Senior VP of Technology and Innovation, AVI-SPL

The biggest obstacles to interoperability – and their solutions

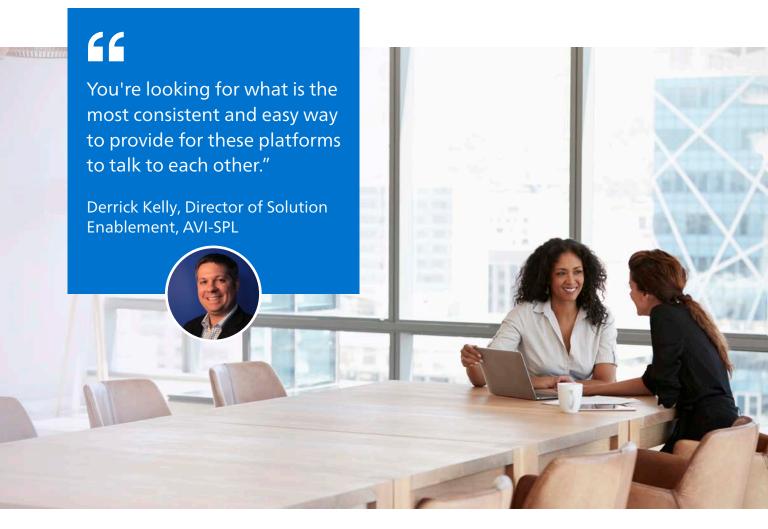
Right now, many platform developers do not offer options for direct, complete interoperability. And constant upgrades in response to customer needs complicate this further. However, you can take steps to implement extra tools to achieve any level of interoperability.

Third-party cloud tools like Pexip and Microsoft Teams' Direct Guest Join enable users on different platforms to connect. However, even with those options, some features may not

work, have limited functionality, or cause users to have different experiences. Other issues that complicate interoperability are:

- Frequent tool updates
- Different platforms within a company
- Legacy equipment
- Security concerns
- Global differences in regulations, platform support, cultural expectations, calendars and time zones, and product line availability

AVI-SPL engineers can provide guidance about these issues. Our focus is on simplicity and ease of use, so our goal is to build low-touch systems with support options.



Tips for creating a consistent, interoperable system

Enabling consistent, simple connections plays an essential role in your employee experience. Fortunately, there are design solutions that eliminate or minimize the obstacles to interoperability. Here are some steps we can take together to achieve a cohesive solution.

- Start with in-depth planning and ask teams a lot of questions.
- Understand types of users and how they want to work.
- Learn about the types of meetings they have.
- Consider the user experience across all the mediums they use–desktop, laptops, mobile devices, and meeting rooms.
- Document the goals you're trying to reach for your organization.
- **Ask each department** why they want what they want.
- **Be open to different options** and not insistent on a particular platform.
- Consider security from the beginning and engage with the IT team early.

Security in hybrid workplace collaboration

The transition to a hybrid environment is different for every organization, but security concerns are universal. There are risks associated with platforms, user devices, and networks, particularly since bad actors have seen the hybrid work trend as an opportunity. The peace of mind knowing that meetings and shared documents are secure further supports a human-centric experience.





Things were a lot more convenient when everything was contained within our building and our network. We could shut off access and we just had it all here. And now we work in this hybrid world where stuff's in the cloud, on-prem, on your mobile device—it's everywhere. And keeping all that secure is a big concern." — John Bailey, Senior VP of Technology and Innovation, AVI-SPL

How voice integration supports the human experience

Online collaboration through chat and content sharing is helpful, but of course teams need to talk to each other, vendors, and customers to keep communication human-centric during meetings and throughout the day. Today, voice, video, and contact center platforms go hand-inhand. Platform integration can either improve convenience or cause a lot of support calls.

While voice is central to meetings and ongoing collaboration, the lack of standardization among platforms provides complex challenges and puts audio capabilities at risk. AVI-SPL knows how to make solutions from partners



like Avaya, RingCentral, and Zoom Phone work smoothly with your UC platforms. That means teams can connect via voice at any time, regardless of their native UC platform.





Choose the best headsets for your team

Voice and hearing are important in any conversation, but in contact centers and remote work especially because there are other sounds competing for employee attention. For compatible solutions, look here for headsets from leading manufacturers like Logitech, Jabra, and Poly.

Shop headsets

How AVI-SPL solves interoperability challenges

AVI-SPL's long-term partnerships give us access to leading manufacturing teams. We openly collaborate and share customer feedback. Our experts also learn extensively about partners' product lines, which allows us to better understand how different solutions can work together.

We work with partners that provide devices that support interoperability such as Logitech Rally, Crestron Flex control panels, Poly Studio, and Sharp/NEC displays.

AVI-SPL customers usually leverage more than one UC platform, so when integrating multiplatform solutions, we test them before they reach users. Customers can even try tools in advance to make sure they like how they work.

"AVI-SPL has labs and pre-staging and testing

areas, to be able to test out the capabilities and make sure these things can function in a true environment," explained Kelly.

The future of interoperability

Perfect interoperability can be challenging with constantly changing solutions. Better integration and a focus on a human-centric experience will help you create a cohesive work environment.

"It's user-centric design and user-first solutions—that is the era that we are in now. User experience is paramount and it's not good enough anymore to just say, yes, we can connect the call. It has to be a great experience call," said Bailey.

Ready to improve the interoperability of your collaboration solutions? <u>Contact AVI-SPL today.</u>



Creating Immersive Spaces for In-person Connections

United States Naval Institute case study

An essential part of a human-centric workplace is providing modern spaces to collaborate and share immersive experiences in person. That was a goal of the United States Naval Institute.

AVI-SPL and the United States Naval Institute (USNI) came together to create engaging environments with the latest AV solutions for the institute's new flagship venue, the Jack C. Taylor Conference Center. The venue was built to give Navy, Marine Corps, and Coast Guard personnel a place to come for personal development, educational activities, and events. The venue is on the U.S. Naval Academy grounds and officially opened in 2021.



About the U.S. Naval Institute

The United States Naval Institute was founded in 1873. Its mission is to provide an independent forum for those who dare to read, think, speak and write to advance the professional, literary, and scientific understanding of seapower and issues of global security.

The project vision

The Institute's Proceedings publication is the heart and soul of this forum, noted VADM Peter H. Daly, USN (Ret) Chief Executive Office and Publisher. "We realized that even though we were doing events, we didn't have a home field." The U.S. Naval Institute team, with Daly at the helm, wanted to capitalize on the cache of their location on the U.S. Naval Academy grounds.

The goal was to provide a place for people to engage face-to-face in the modern conference center with the latest technology. Ideas for a major construction project were born, and AVI-SPL was brought in by the general contractor. Since the AVI-SPL proved to be a knowledgeable partner on other projects, the contractor was comfortable recommending us to the U.S. Naval Institute.

"I got contacted by Admiral Daly to come in and start looking at this with a more holistic perspective. What do we have here? What can we do and are we in the right place?" said Joe Whitesides, AVI-SPL Senior Design Engineer.

AVI-SPL Account Manager Ben Ingram added, "The leadership team at the United States Naval Institute presented a clear vision from the beginning. We worked very closely with them and the general contractor to bring that vision to life."

This vision included: a modern auditorium experience with immersive visuals and sound, an interactive space for events and receptions, and digital displays to complement the facility's atmosphere and inform guests and staff, secure AV systems for classified presentations, and an easy-to-use studio space for recording and streaming.

Donor support and recognition

To cover project expenses, corporate and individual donors provided funding for the construction and new technology. Visitors can see them all showcased on the wall of donors, which illustrates the celestial map on the night the U.S. Naval Institute was founded. Mixed among the stars are key founding donors. "This wall is both a donor a wall, and in my view, a piece of art," said Daly.







Solutions and outcomes

AVI-SPL delivered:

An immersive auditorium that's optimized for professional symposiums, with perfect acoustics

- Planar Direct View LED screen
- Surround sound system with JBL professional speakers
- **Sony PTZ cameras**
- **Crestron** NVX distribution system

Conference rooms designed to host classified meetings and securely share content

- Crestron scheduling panels
- LG flat screen displays
- Wireless and secure wired content sharing
- Shure ceiling array microphones

Digital signage to share social media posts, news, and visitor content

- Appspace and Crestron content management
- Sharp/NEC 98" LED V-series display
- LG 65" 4K UHD flat screen commercial digital signage displays
- Planar Clarity Matrix 110" LED video wall

A broadcast quality studio to record video and share content in Microsoft Teams meetings

ReadyCam remote-controlled studio and lighting

A three-season terrace event space

- **Outdoor speakers**
- Shure wireless microphones





Virtual Reality Design Services

The desire for flexible collaboration spaces and meeting equity in hybrid work has influenced office redesigns. IT departments and workplace architects often convey environment schematics in two dimensions. But the presentation of these designs can limit the ability of stakeholders to see and understand just how the technology will perform in a meeting space.

However, an emerging solution puts designers and stakeholders inside their meeting spaces for streamlined decision-making and a better understanding of every participant's personal meeting experience. This new interactive approach to meeting space design is done in virtual reality.

Visualize your space before you invest

Designing conference rooms in <u>virtual reality</u> offers new insights that AVI-SPL leaders, like VP of Programming, David Thorson are excited to explore.

"Going into VR to design rooms allow us to prototype different camera and seat configurations. It helps us understand how these different technologies will impact a room."

Currently, there are several stages to office and meeting space planning that inevitably extend the design process, including stakeholder review



and approval. With traditional 2D static space presentations, a designer must acquire feedback, interpret that feedback, and redesign.

With virtual reality (VR) design tools, stakeholders, designers, and technology systems engineers can rapidly design meeting space prototypes together in 3D virtual spaces. And in real time.

Customers can see and interact with the room from any perspective, via a video call or inperson. Additionally, a VR designer can quickly manipulate the space to feature numerous audio visual technology, meeting platform, digital display, and furniture combinations.

Visualizing how space, technology and furniture integrate in VR simplifies and accelerates the design process by putting stakeholders in the environment separately or all at once.

Designing your virtual spaces with every end-user in mind

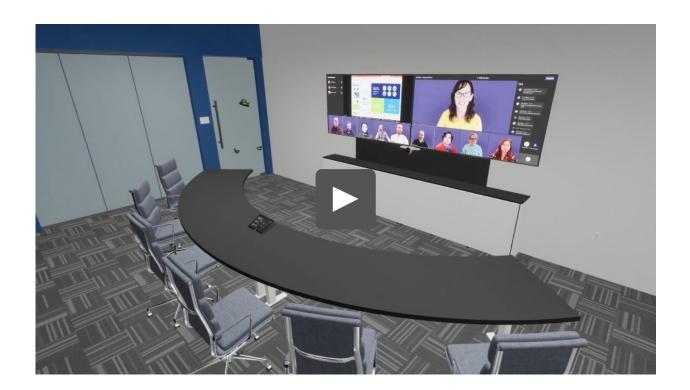
"When you go into virtual reality, you can virtually walk the space that an end user would be in," says Thorson. "So, you can literally get a point of view from where that end user might sit in a chair."

Within immersive 3D environments, a stakeholder or designer can interact with intelligent devices, evaluate industry audio visual standards, and experience a meeting participant's point of view from every seated or standing position.

You can understand how certain seating arrangements pair with camera, lighting, or digital display placement, all within the construct of the virtual space.

Stakeholders can evaluate camera and digital





display site lines to gain a better understanding of the end-user experience.

According to David Thorson, "You can experience a literal point of view from where the meeting camera covers the room, and design for ideal eye contact to ensure meeting equity."

Additionally, as you design your spaces, accounting for sound quality and clarity is vital. Experiencing your space in VR lets you ensure both in-room and remote participants can clearly hear what is said.

By enabling visualizations in VR, speaker audio and microphone pick-up can project as coverage maps throughout your room. Seen as particles, a user can trigger said particles to understand how sound may reverberate and behave based on the space, absorption materials, and surfaces.

Accounting for every end-user's experience is essential to a healthy and productive anywhere

work experience. Meeting equity means that all participants can see and be seen and can hear and be heard. With VR, you can place and manipulate the technology in your spaces to anticipate just that.

Feature the right collaboration tech for your anywhere work culture

If a room's AV technology or furniture cannot deliver the productive and equitable experience desired, stakeholders can direct VR designers to re-design a space. With a variety of tech and furniture options available in VR design software, an engineer can make changes to the space in seconds.

"As the importance of employee experience grows, creating spaces that are tuned to the organization's culture and enhance outcomes is key," says Thorson. "Considering meeting spaces

that promote collaboration, design thinking, sit-down meetings, or daily stand-ups, we can bring those experiences to life in a live VR design session. Designing in VR allows changes to happen immediately so multiple stakeholders can provide feedback and use their creativity to achieve the best outcome before the rooms are installed and used."

You can visualize Microsoft Teams Rooms, Zoom Rooms, or create custom-builds if your organization does not have dedicated meeting platforms, or room standards.

At AVI-SPL, we partner with top collaboration technology manufacturers and workplace furniture providers to deliver the best anywhere work experiences. We can create environments with interoperable video conferencing solutions, including but not limited to Logitech, Poly, Crestron, and Shure, and meeting platforms, from Cisco or Google. In addition to AV and UC solutions, we can visualize various furniture layouts.

As you update your design layout in VR, we can dive deeper into the day-to-day meeting experience.

"The end user journey extends beyond walking into the room and being able to hear and see clearly," says Thorson. "The next phase in the user experience is visualizing how the end user may need to press a button to start a meeting, or perhaps contact UCC support to provide users with network connectivity and allow for easy access to IT help desk, for example."

By planning for user interaction in the design phase, we can account for in-room user challenges, eliminate those issues, or prepare support services for when the space is realized.

Designing beyond the hybrid workplace

VR room design is not limited just to meeting spaces.





Organizations behind VR design innovation are rapidly creating custom 3D objects for any space, including Esports arenas, control rooms, court rooms and entire office layouts.

The design experience does not stop there. AVI-SPL's experience technology group, XTG, is currently using virtual reality and other rendering tools to showcase the blend of digital signage, content, and lighting in unique spaces, including museum exhibits, magnificent lobbies, and more.

"AVI-SP VR design fosters creative ideas when it matters most and truly brings about meaningful outcomes for any space," says David Thorson.

And VR space design possibilities are just getting started.

Preview and test user experiences in meet rooms

With VR as a core component of AVI-SPL's design process, we work with you to build your desired anywhere work experience faster. We can quickly visualize the best scenarios and solutions, edit, and manipulate environments,

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AVI-SPL VR design fosters creative ideas when it matters most and truly brings about meaningful outcomes for any space."

David Thorson AVI-SPL VP, Programming



and increase speed of stakeholder buy-in, conference room build, and collaboration tech integration.

Account for the human experience in your meeting space designs. And increase speed to integration with AVI-SPL's virtual design services and support. Visit avispl.com/vr to request a demo.



Create Human-Centric Hybrid Learning Environments

Manage collaboration technology to elevate university hybrid learning

Hybrid learning on university campuses has become very flexible for faculty, administrators, and students. HyFlex technologies, like in-room microphones, two-way video solutions, and the remote control of devices, power hybrid campuses. But these solutions have become more complex, challenging campus IT departments and their abilities to manage solutions while elevating the university experience.

"An institution's technology staff is responsible for student and faculty internet, ensuring projectors and screens work, and that the computer output is up properly," says AVI-SPL's Kevin Schornhorst. "And now they're also being tasked with managing synchronous, asynchronous, and in-person learning environments, which are even more complex."

University IT leaders are now searching for creative solutions to simplify campus AV and UCC solution management while continuing to elevate university hybrid learning.

Designing, sourcing, and integrating AV and UCC solutions is an in-depth process.

AVI-SPL can help you find centrally operable solutions to reduce tech management pain points and improve standards. Below, we share our perspectives on solutions that can minimize difficulties and deliver unique and engaging experiences for all.

HyFlex tech to improve studentfaculty engagement and IT standards

Establish audio visual and unified communication solution standards to reduce collaboration technology complexity.

"When we think about HyFlex, you must have a good foundation," says AVI-SPL Director of SLED Business Development, Kevin Schornhorst. "And that foundation is a base class standard. How does your institution operate? What does your institution need for effective teaching and learning for your different modalities?"



Shure STEM Ecosystem

Depending on your goals and charter, you may be standardizing AV and UC systems or enhancing your HyFlex infrastructure to better support hybrid learning capabilities or IT operations.

In either case, it is important to plan upgrades around student and faculty needs – like cross-platform access to learning materials, engaging live or on-demand lectures, and increased connectivity around campus. Here are a few solutions that can address those needs and alleviate technology management complexity.

Ensure everyone can hear and be heard

"The most important thing in HyFlex classrooms right now, from a technology standpoint, is having fantastic audio of the faculty and the students in the room," says Schornhorst.

If students and professors cannot hear one another, they cannot learn.

Ensure everyone can be heard by investing in audio systems that use AI to pick up voices clearly and minimize background noise.

Systems like <u>Shure's STEM ecosystem</u> feature centrally operated ceiling, wall, tabletop microphones, and sound bars that ensure everyone in the room or at-home can be heard clearly.

Stay focused on what is important

Give your professors the tools to focus on their message by automatically tracking and clearly framing the lecture for everyone in the room and remote.

Introduce or upgrade to intuitive lecture capture solutions, like the Microsoft and Zoom certified Poly E70 camera. This camera

uses Director AI technology to frame a group, individual or active speaker and presenter.

With the help of the latest lecture capture solutions your professors can engage with one another and keep students focused on what is most important – the lesson.

Streamline and personalize synchronous and asynchronous learning

For effective synchronous learning in a HyFlex environment, you need a centralized easy-to-use communication platform that can livestream, record, and provide engagement opportunities. Microsoft Teams and Zoom are two leading platforms that support interaction through screen sharing, polling, recognition, and chat.

During class, interoperable unified communications systems and AV solutions are ideal for streamlined in-person and remote operation and collaboration. Tabletop control panels like Crestron Flex, can serve as a bridge between communication applications, like Microsoft Teams, and video conferencing solutions for ease of use and a seamless viewing experience for all.



Cisco Webex Connector

Between classes students and faculty need to connect often to succeed. With new learning management systems, like <u>Cisco's Webex</u> Education Connector, students can take a proactive role in how they learn, with a platform that lets them take an asynchronous approach.

Lectures can be viewed on-demand. Students can get access to and updates on new supplemental materials, assignments, and their grades. And students and faculty can schedule and meet for office hours for a more flexible learning experience - all within one platform.

Easy to see content

Help students at-home see and capture presented content with AI-powered whiteboard solutions like Logitech Scribe. With Scribe, the camera removes the presenter, amplifying whiteboard content and sharing it to your favorite platforms, maximizing content visibility.

Or add new projection systems, like **Sharp NEC** Display Solutions' LCD NEC Entry Installation series to present bright and clear visuals for all to see. Sharp NEC's PE506UL projector's horizontal and vertical lens shift capabilities let you place your projector where everyone can clearly see the information, in-person and remote.

AV and UCC technology to elevate student experiences

As you standardize and streamline your HyFlex technology infrastructure, it is essential to consider what will draw students to your campus. Here are three ways audio visual solutions and unified communications technologies can excite current and future students.



Use AV tech to emulate realistic workplace scenarios

As businesses evolve, job prospects and requirements will too. Industries like healthcare are regularly embracing new AV technologies. To draw in and retain students' university healthcare departments, must show students that they will have the best preparation for everyday healthcare experiences. And that preparation is commonly achieved through medical simulation.

Ensure your institution's medical simulation spaces keep up with industry standards. With the latest AV technologies, you can produce accurate healthcare environments, enhance instructor observation, and provide realistic patient-to-healthcare provider interactions, with AV powered devices, like manikins.

"The big thing is always manikins," says AVI-SPL's LD and Simulation Director, Brandon Brunhammer. "The skin is realistic to where you can administer IV's to having OLED displays behind the eyes. And they can have 1000 speech patterns to where they can talk." Also, new AV solutions are making it easier to record and observe medical simulations. Like HyFlex spaces, observation control room cameras and microphones can stream live and record for on-demand playback. And depending on the need, a simulation room can do so much more.

"We're also seeing universities leverage these different technologies from a larger scale perspective, including astrology or graphic design," says Brunhammer.

Deep dive: **Planning for Next-Gen HyFlex and Hybrid** > **Learning** roundtable

Bring students back to campus with experiential learning

In healthcare, manufacturing, engineering, and similar focuses, the more hands on the learning experience can be, the better. But it may not always be possible. However, we can provide new interactive options for students through augmented reality.



For example, AVI-SPL partner CAE Healthcare offers several healthcare simulation solutions that, paired with Microsoft HoloLens, can simulate a mixed reality surgical experience, and more.

With hand-held tools and Microsoft HoloLens headsets, professors and students can visualize, engage with, and enlarge virtual organs, like a heart, lungs, or liver.

Additionally, students can use voice commands or gestures to expand, spin, and point to ventricles on the heart – creating an immersive learning experience. In similar fashion, the same functionality can be had in engineering settings. Students can examine points on an engine to understand how the final product comes together.

Build a hybrid campus community through Esports

In addition to flexible and experiential learning, students want community, but not in the traditional sense. Universities are discovering that more and more students not associated with a university sponsored program connect through communal technology platforms and competitive video games (Esports).

Investing in organized video game competition does more than support community and camaraderie. It supports academic achievement, networking, and job skills.

Deep dive: watch the *higher ed* > **Esports** roundtable



Jump start your human-centric university experience

"Widgets come and go. But teaching and how our students and faculty interact with HyFlex technology is most important," says AVI-SPL's Kevin Schornhorst.

Whether standardizing AV and UC systems to enhance IT workstreams and HyFlex learning or investing in simulation technology for unique campus experiences, AVI-SPL can help every step of the way.

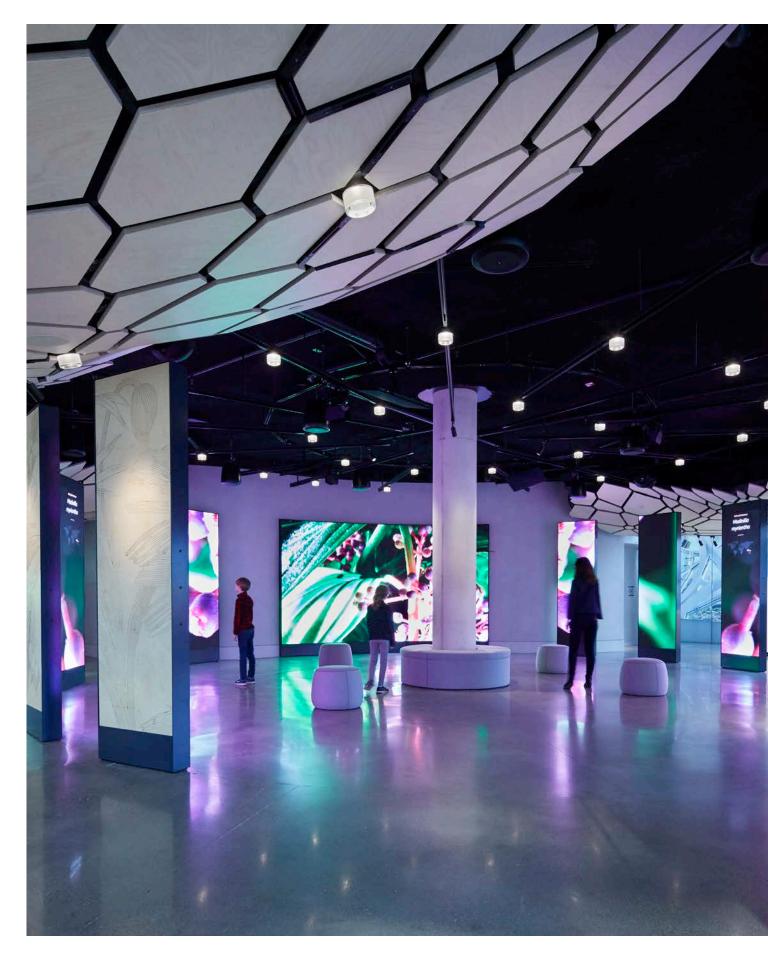
Together, we can design, integrate, and manage these systems to fit your preferences and vision. With our state contracts, and large vendor catalog, including Crestron, Microsoft, Poly, Zoom, Cisco, Google, Logitech, and more, we



can help you get the solutions you want faster and at lower rates.

Learn more about our <u>higher education hybrid</u> <u>learning solutions and services</u>, or <u>contact us to get started</u>.

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Crestron builds the technology that integrates technology. Its automation and control solutions for buildings integrate systems such as AV, lighting, shading, security, BMS and HVAC to provide greater comfort, convenience, and security. All of its products are designed and built to work together as a complete system, providing the ability to monitor, manage, and control everything from one platform.

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Poly is now part of HP. The rise of remote and hybrid work has created huge demand for solutions that make new ways of collaboration and co-creation possible. The combination of Poly and HP will pave the way for us to create the hybrid work experiences of the future. Part of HP's portfolio of hybrid work solutions, Poly creates premium audio and video products so you can have your best meeting -- anywhere, anytime, every time. With Poly, you'll do more than just show up, you'll stand out.



Sharp/NEC Display Solutions is at the forefront of technological innovation and advancement with a rich heritage of expertise in transforming the way organizations engage their target audiences. With unmatched customer service and principal product quality, Sharp/NEC offers the widest portfolio of cutting-edge visual solutions to fit its customers' needs. Sharp/NEC provides innovative displays, projectors, digital solutions and services to their diverse client base across the education, enterprise, healthcare, retail, transportation, broadcast, and house of worship industries.

AVAYA

Avaya is shaping the future of customer experiences with innovation and partnerships to help organizations achieve strategic ambitions and desired outcomes. We provide contact center and communications solutions that are redefining customer and employee engagement. Our solutions power immersive, personalized, and memorable experiences that matter.



Pro audio is about creating incredible experiences, and those experiences don't just happen. They need to be built, one piece at a time. That's why Bose is here. Bose loudspeakers, amplifiers, and processors deliver great sound in spaces all around the world — lecture halls, corporate buildings, places of worship, stadiums, restaurants, retail stores, and more.

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Legrand is the global specialist in electrical and digital building infrastructures. Its comprehensive offering of solutions for commercial, industrial and residential markets makes it a benchmark for customers worldwide. In the AV space, Legrand | AV offers an extended portfolio of branded audiovisual products including flat panel mounting solutions, projector mounts, projection screens, switches, routers, cabling and connectivity, equipment racks, PTZ cameras and furniture for Commercial AV markets. Its innovative products are sold under the C2G, Chief, Da-Lite, Luxul, Middle Atlantic, and Vaddio brand names.



LG's Business Solutions provide flexible, innovative products that are easy to integrate and can be customized to create sustainable levels of growth and value for solving your most critical business challenges. With a reputation for excellence and technology innovation, LG Business Commercial Displays has the advanced and flexible commercial display solutions to fulfill your business needs.

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Enable your hybrid workplace with Microsoft Teams to stay connected and access shared content any time to learn, plan, and innovate—together with Microsoft solutions. With Microsoft Teams, Teams Rooms, and Microsoft Surface Hub 3, everyone will feel seen and heard no matter where they are. You'll enable your teams to do their best work, their way. With Coordinated Join, you can seamlessly connect all your Microsoft Teams Rooms Devices. AVI-SPL will plan, deploy, operate, and optimize your Microsoft solutions and user experience.

neat.

Neat is a Norwegian video technology company providing a complete portfolio of pioneering devices that address any space in today's modern workplace. Designing engaging experiences that allow you to meet, create and collaborate whenever, wherever and however you want, Neat devices natively support Microsoft Teams, Zoom and a range of compelling business applications. Neat inspires people to unleash their creativity and "flow with the moment," giving everyone the choice and flexibility to always be at their best. For more information, visit neat.no.



Q-SYS

Q-SYS is a cloud-manageable audio, video and control (AV&C) Platform built around a modern, standardsbased IT architecture. Since its inception in 2009, it has been architected to deliver personalized, connected and engaging AV experiences. With established solutions across corporate, education, hospitality, venues & events, cinema, government, healthcare, and transportation, Q-SYS redefines what is possible for live and virtual experiences by uniting hardware and software partners, developers, and creators.

SAMSUNG

Samsung is a global leader in enterprise mobility and information technology. Samsung provides enterprise products and services that help customers realize the promise of digital business. Its flagship company, Samsung Electronics, leads the global market in high-tech electronics manufacturing and digital media, and their recent acquisition of Harman further strengthens their brand.

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Sennheiser is shaping the Future of Audio - a vision built on a 75-year history of innovation and a continued drive for excellence that is woven into our company's DNA and culture. Sennheiser is one of the world's leading producers of microphones and wireless transmission technology. The family-owned company operates its own plants in Germany, Ireland and the US and is active in more than 50 countries worldwide.

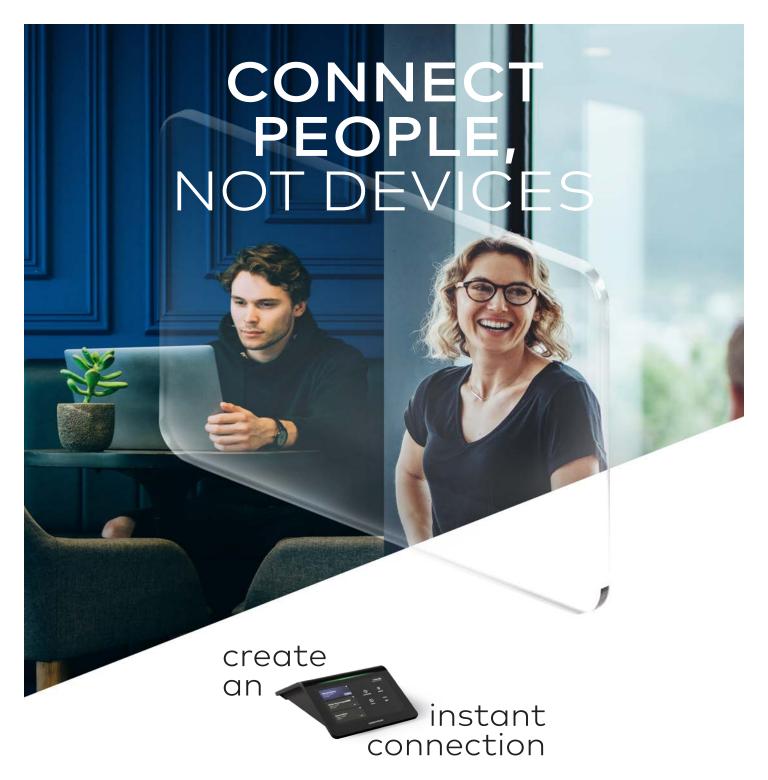


Shure creates audio and networking solutions for AV conferencing and has turned a passion for making great microphones and audio electronics into an obsession. No wonder Shure continues to set the worldwide industry standard for superior microphones and audio electronics.

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Sony Professional Display Solutions provide an end-to-end portfolio of presentation, collaboration, and remote communication solutions that inspire creativity and stimulate curiosity. Learn more about the latest in corporate, education, retail, transportation, entertainment and healthcare AV innovations, including projectors, displays and direct view LED video walls, speakers and microphones, and imaging and analytics solutions from Sony and its expanding partnerships.





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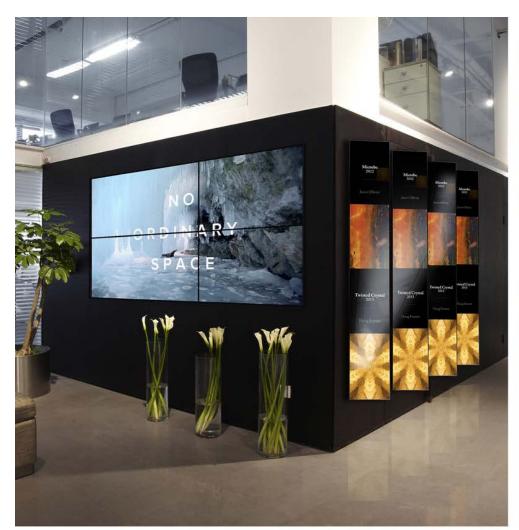
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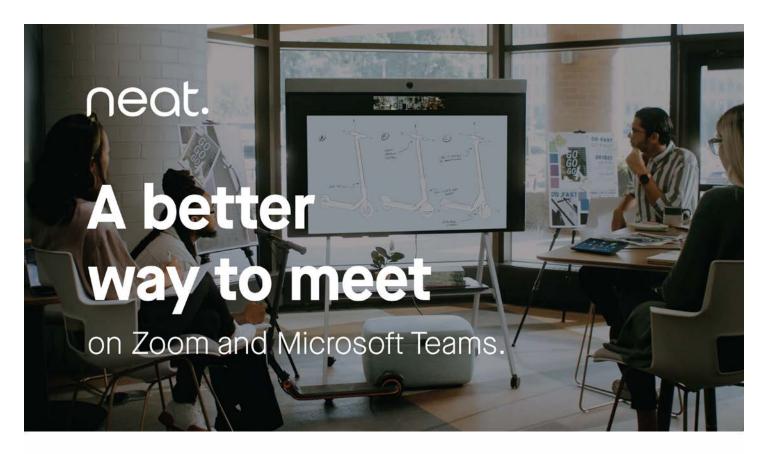
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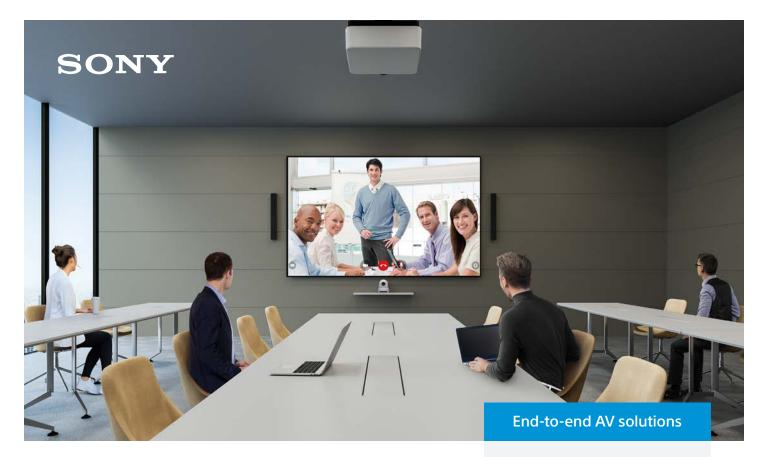
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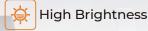


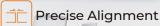
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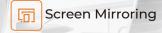














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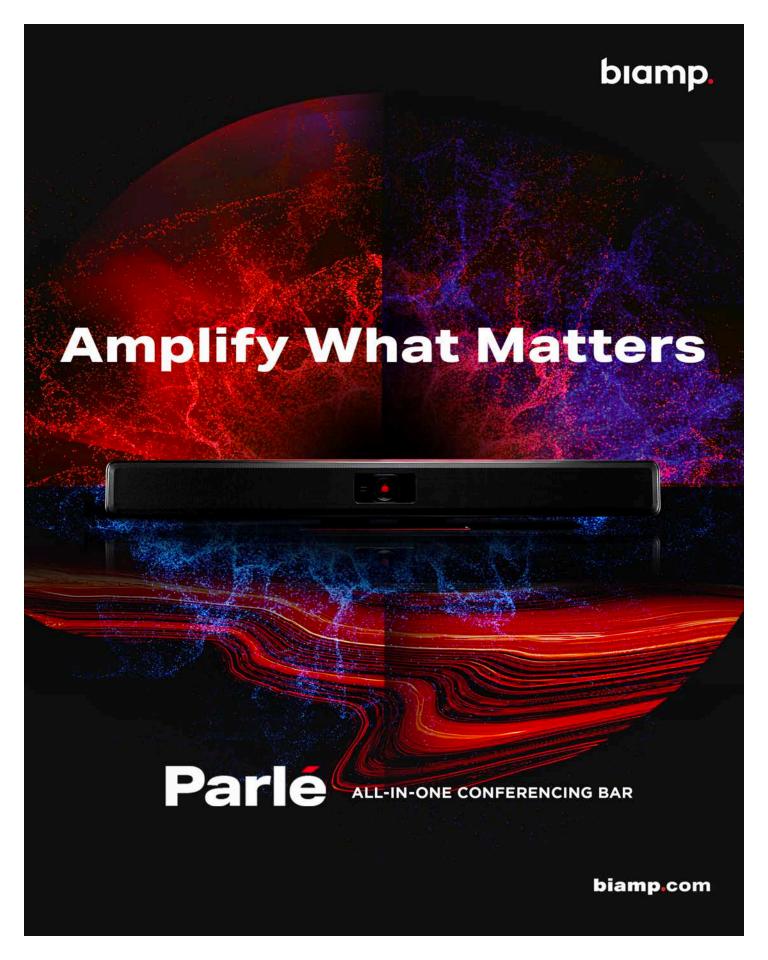


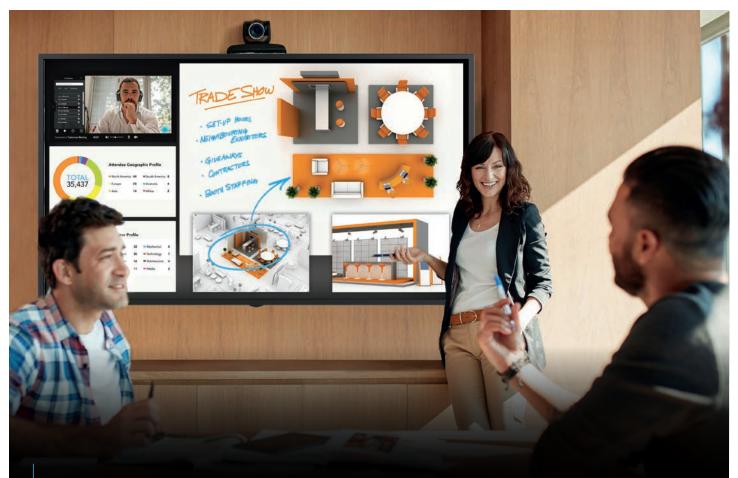












THE BIG IDEA. AND THE TECH THAT POWERS IT.

The right technology can play an integral part in helping your employees easily share information and collaborate.

Christie end-to-end a/v solutions are perfect for corporate spaces—like lobbies, meeting and conference rooms, and various digital signage applications—to engage, entertain, or collaborate with your audience.

And with Christie's industry-leading customer care, warranties and technical support, you can protect your investment.



END-TO-END A/V SOLUTIONS



Cisco Devices for Microsoft Teams Rooms

The Teams experience you know, on Cisco collaboration devices you'll love.

Experience native Microsoft Teams meetings on a set of certified collaboration devices for any workspace across your organization—from the desk to the large conference room.

In addition to RoomOS, Cisco is enabling a full-featured Microsoft Teams Rooms (MTR) experience on select desk and room hardware solutions. The choice is yours: use the Webex collaboration experience alongside powerful video interoperability or run your device as a native Microsoft Teams system while still having access to feature-rich Webex meetings.

Enjoy an elevated Microsoft Teams room collaboration experience powered by device intelligence, hassle-free admin, and engaging design embedded into a selection of certified, next-generation Microsoft Teams Rooms systems, Microsoft Teams Displays, and Microsoft Teams Panels from Cisco.



Elevated Teams meetings with certified hardware solutions





Room Kit EQ

Desk Pro

Room Navigator

Available Q1 2023

Available mid-2023



Meet Huddly Crew, the world's first Al-directed multi-camera system.

Huddly® Crew™ brings the magic of TV and movies to your video meetings. Featuring three premium cameras, it immerses you in the meeting space, with a special focus on participants and communication cues. Powered by Huddly® Director™, it acts as a TV director for your meeting, seamlessly transitioning between multiple shots and angles to boost engagement and equity.





Smarter technology for all

Smart Collaboration

Solutions for today's hybrid workforce



Trusted, single-source simplicity



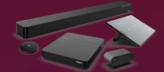
Future-forward industry innovator



Global vlagus chain



End-to-end solution partnership



ThinkSmart Core + Controller Kit

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ThinkSmart Hub

Powerful tool for helping teams connect, share, and collaborate seamlessly



Google Series One Kits

Best-in-class solution for organizations using Google Workspace or Google Meet



New! ThinkSmart View Plus

A hybrid work solution that enhances productivity, flexibility, and collaboration through personal and hotdesking experiences



New! ThinkSmart One + IP Controller

The first Windows-based integrated collaboration solution that is addressing the growing demand for HDMI on table with no lag, as well as PoE connectivity

Delivered in partnership with









The Newline Ecosystem

A family of display solutions for your every need!

Welcome to the Newline Display Ecosystem, a comprehensive suite of technology solutions designed to enhance collaboration and productivity. From our award-winning and easy-to-use interactive touch panels to our innovative desktop solution and wide range of software, Newline has everything you need to bring success into your business. With cutting-edge accessories, support services, and collaboration solutions, Newline creates a cohesive and adaptable technology environment for modern classrooms and meeting rooms.



Wide range of size solutions (55" − 180")



All Solutions come with Newline Display Management



Free Shipping Always Included



Touch, Non Touch, and Unified Collaboration Solutions



All Solutions come with integrated Newline Cast



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LED & Direct View LED Solutions



All solutions come with integrated Newline VCS digital signage support*

*Licensing required for use.



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Transform Team Collaboration

WITH PEERLESS-AV'S MOTORIZED MOUNTING SOLUTIONS

Peerless-AV's line of SmartMount® Motorized Height Adjustable Carts & Stands are perfect mounting solutions for collaborative corporate settings. They are compatible with a wide range of interactive display sizes, available as mobile or fixed mounting solutions, and, with the simple touch of a button, the interactive display height can be quickly and effortlessly adjusted to meet ADA requirements!

SmartMount® Motorized Height Adjustable Model Numbers: SS598ML3, SR598ML3, SR598ML3T



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Support an engaging training environment with tools and technology that facilitate:



Meet your demands for top talent <u>AVISPL.com/SMART</u>



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TOP1 IP Phone Provider

TOP5 Video Conferencing Provider

TOP5 UC Headset Provider

Yealink offers a full end-to-end UC device experience from Rooms, Phones and Personal Devices.

With 22 years of experience, Yealink has more than 200 partners in audio&video. Yealink provides industry leading technology and takes customer satisfaction as top priority.

How Yealink devices solution helps to accelerate your business in hybrid work?

Learn more at avispl.com/yealink







Partial Manufacturer List

A close relationship with the top manufacturers of collaboration technology is key to our success—and the success of our clients. Through these partnerships, AVI-SPL is able to customize quality solutions to our clients' needs.



avocor



biamp.

















































SMART.

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zoom

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Appspace Atlas Sound

Audio-Technica

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Belden Gefen

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