AVI-SPL

No. 17

CONCEPT CATALOG

IDEAS TO HELP YOU WORK SMARTER AND LIVE BETTER

AVI-SPL
CONCEPT CATALOG

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Technology as a Bridge: Connecting Employee, Customer, and Student experiences

In the relentless pursuit of customer loyalty, it's critical not to overlook the hidden hero: employee experience. Positive employee experience isn't just about keeping staff happy. It's the secret weapon that fuels exceptional customer experiences, leading to loyal customers and long-term success.

When your employees feel valued, empowered, and passionate, they translate that positive energy into every customer interaction, fostering trust, building connections, and, ultimately, creating customers who rave about

your brand and keep coming back for more.

Happy employees also lead to less turnover, which saves the time and expense of recruiting and training new staff. Forbes Advisor reports that "employees are three times as likely to explore their options if they don't feel supported. And it costs 33% of an employee's salary to replace them."

When you lose a valuable team member, you could hurt your customer retention, too. Every employee and customer interaction with your

organization shapes perception and loyalty. It's crucial to design exceptional employee experiences.

And the latest technology acts as a bridge to building better experiences. AVI-SPL can guide you through the landscape of technology solutions that can elevate employee, customer, and student experiences. This edition of our concept catalog focuses on the exciting technological advancements that empower businesses to create seamless and positive experiences.

Crafting better employee experiences

Our feature article explores how employee experience directly relates to ways teams

interact with customers, contributing to loyalty and long-term success. We delve into:

- AI-powered tools to enhance meeting efficiency and productivity

- Supporting your work-from-anywhere workforce

- Delivering meeting equity

- Cloud-calling solutions that streamline communications

Real-world results

From there, we share how our teams helped Tampa International Airport design better customer and employee experiences in its

terminals and administration building. Solutions include:

- Terminal digital signage and video walls to easily share flight information and retail and food options

- Microsoft Teams Rooms in different sizes to accommodate employee needs

- A hot desking solution accessed via Outlook, desk devices, or an app

- Open collaboration spaces for impromptu meetings

- Maintaining positive user experiences with onsite managed services

Additional case studies dive deeper into the benefits of migrating to cloud-based calling systems integrated with UC platforms, including Microsoft Teams and Zoom. We'll share how cloud-based calling and contact centers can streamline communication, boost efficiency, and enhance customer service.

> **AVI-SPL can guide you through the landscape of technology solutions that can elevate employee, customer, and student experiences.**

Experiential environments

Now, we move from collaboration to immersive experiences.

Museum of the Future: Discover how the AVI-SPL Middle East team helped take museum visitors on a journey through time and space. Visitors engage with an array of next-generation technologies, including massive projection walls, augmented reality, multi-sensory exhibits, and human-machine interaction.

Esports: Explore how investing in a higher ed esports program can pay off by attracting students to your school. We also share how esports programs positively impact students' college experiences and career pathways. Then, we'll look at how esports technology can be shared with different departments to help fund your project.

Ensuring technology works when it's needed

We wrap up with maintaining a consistent user experience by partnering with the AVI-SPL services team. Our services help ensure that tech runs smoothly and that any maintenance or upgrade requirements happen before users are affected. This proactive approach frees up your IT team to focus on more strategic initiatives, such as long term-planning, security optimization, business alignment, and employee training.

Don't forget to browse our partner showcase pages to explore the latest solutions from leading manufacturers. AVI-SPL works with industry-leading solution providers at the forefront of digital collaboration, communication, and simulation technologies.

The Employee Experience Ripple Effect

How to create exceptional experiences that drive customer loyalty and business growth

The connection between employee experience (EX) and customer experience (CX) is a mutually beneficial relationship. The way your employees feel has a ripple effect on customer service, loyalty, and business growth.

Imagine an employee who feels undervalued, unsupported, and burdened by inefficient processes and technology that are difficult to use or don't work. This frustration inevitably affects their customer interactions. The employee delivers impersonal service, shows a lack of enthusiasm, and lacks the motivation to go the extra mile to ensure customer satisfaction.

On the other hand, imagine an employee who feels valued and becomes a brand ambassador. They approach customers with genuine care, have the knowledge to address their needs effectively, and are likelier to go above and beyond to create a positive experience.

Happy, engaged, and empowered employees directly translate into positive customer interactions and a thriving business. Happier employees also resulting in less turnover, saving recruiting and onboarding expenses and time.

As a technology leader, you know all this. With the rush of technology upgrades and outfitting meeting spaces, have you had time to consider the end-user experience? When did you last check in with employees or refresh your workspaces?
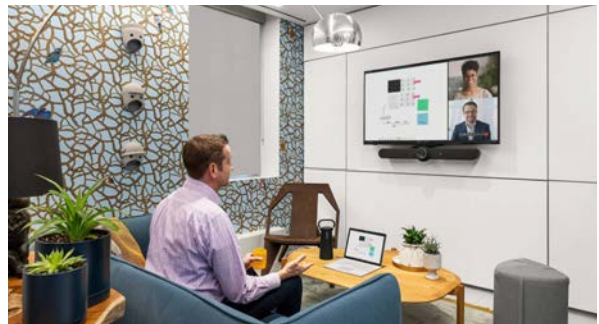
Mastering the Hybrid Workplace Recipe

How can organizations update workplaces to offer simple, scalable, supportable, and secure solutions that foster exceptional employee experiences? AVI-SPL's John Bailey and Andy Benett of Crestron share their insights on how to get started in this CIO Talk Network podcast.

Watch the video ⟩

What goes into creating an exceptional EX?

To start, survey your employees to better understand their daily experiences. Ask open questions that encourage your employees to share how they feel. Some questions to spark the conversation include:

Do the tools you can access make meetings and collaboration easy and seamless?

Does the company earn the commute by providing modern, flexible workspaces?

Do you feel connected to your teammates no matter where they work?

An employee work experience that caters to in-office and remote team success is critical for instilling a positive work culture and producing more impactful results. A foundational component of that experience is ensuring every team member has the tools and technologies to work freely and flexibly.

Explore more insights in our eBook, "Delivering Exceptional Employee Experiences."

AI-powered meeting solutions

AI continues to make a significant impact on meeting efficiency and productivity. Unified communication platforms that use machine learning have made employees' jobs easier by providing real-time transcriptions, meeting summaries, and filtering out background noise.

These are just a few of the benefits that AI can offer. Additional features include choosing the best meeting time for everyone and proposing follow-up tasks, thus saving time on routine tasks and boosting productivity. AI-powered meetings are indeed a game-changer when it comes to making meetings more efficient.

Copilot in Microsoft Teams Meetings

Copilot for Microsoft Teams Meetings streamlines communication, captures valuable insights, and empowers participants to be more productive and engaged throughout the meeting experience. And Copilot works without recording a meeting. It delivers notes and intelligently suggests action items based on the conversation, identifying specific tasks and assigning them to individuals or teams.
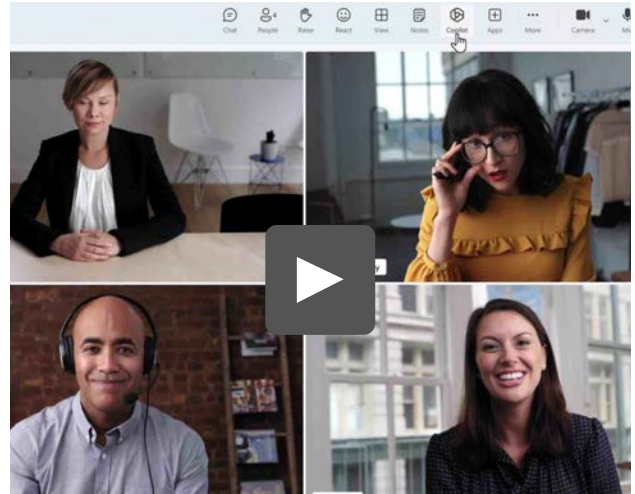

Webex AI Assistant

Webex AI Assistant is a comprehensive suite of AI-powered features that can significantly improve the user experience and productivity during meetings and messaging. The tools include real-time transcription, closed captions, automated meeting summaries and highlights, and personalized recommendations. Using AI, the assistant can suggest contacts, relevant information, and actions based on user preferences and past interactions, significantly improving efficiency.
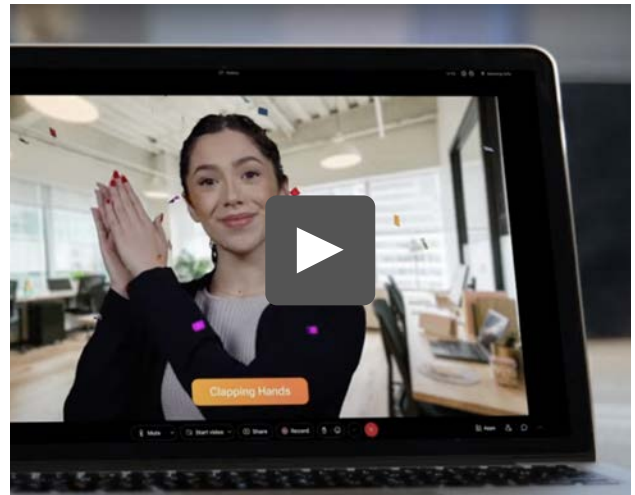
Zoom AI Companion

Zoom continually improves its meeting experiences through AI-powered tools that make meetings more productive, engaging, and accessible to all participants. These tools include meeting highlights and smart scheduling, support for multiple languages, voice commands, on-screen captions, and non-verbal AI to analyze facial expressions and gestures to detect participant engagement and sentiment.
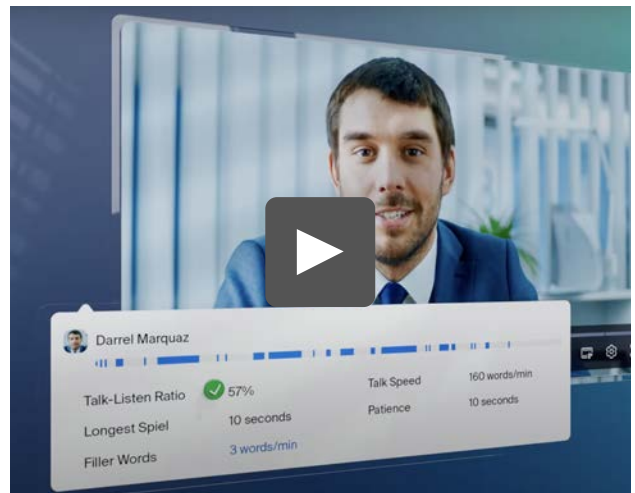
Enabling work-from-anywhere

Our employee experience isn't focused on a single place or space for most of us. Team members move freely between the office, home, coffee shops, and, well, anywhere. While the flexibility and autonomy offered by "work from anywhere" are undeniable, creating a sense of connection and belonging for a distributed workforce can be challenging.

That's why it's essential to design workspaces that prioritize human experience. AVI-SPL can help you incorporate emerging technologies that enhance connections no matter where teams choose to work.

And for those who choose to work in the office, we move beyond the desk. We travel from our desks to huddle spaces, open collaboration areas, and meeting rooms throughout the day. Planning your modern workplace includes offering a variety of spaces that support different workstyles and business line needs.

RTO Magnets vs. Mandates

One way to earn employee commutes and improve attitudes about the workplace is to transform the office into an employee-friendly ecosystem. Rather than consisting of a series of conference rooms, offices, and desks, the workplace embodies the mind and heart of your business.

It's where the big ideas and company culture originate. In this environment, remote workers are an extension of this community — not separate from the ecosystem. Explore how to get started in our RTO Magnets vs. Mandates eBook.

Explore how to get started in our RTO Magnets vs. Mandates eBook ›

Meeting equity still matters

An equitable meeting experience fosters a sense of belonging and inclusivity, reducing the likelihood of employees seeking opportunities elsewhere. Using the right technology in meeting rooms can boost meeting equity by giving everyone an equal voice and a seat at the table. Here's how the latest meeting technology supports meeting equity:

- Professional-quality audio and video ensure remote employees are not disadvantaged by physical distance, enabling them to participate fully and share insights.

- AI-powered cameras and applications automatically focus on the person speaking, regardless of whether they are remote or in the room, preventing remote participants from feeling like an afterthought.

- Virtual whiteboards and content-sharing tools enable real-time sharing and co-editing of documents and ideas.

In addition, Signature Microsoft Teams Rooms were designed to deliver optimal meeting equity. They offer a combination of hardware, software, and design elements that work together to create a more collaborative, engaging, and productive environment. These rooms utilize front row layout which prioritizes the visual presentation of remote participants on a large-format 21:9 display, placing them virtually at eye level with in-room participants.

Logitech Sight

Imagine meetings where remote participants see and hear everything as clearly as those in the room. No more awkward zooms missed expressions or feeling left out. Explore Logitech Sight, the AI-powered tabletop camera that brings meeting equity for hybrid workers.

Explore how Logitech Sight works >

Seamless voice communication for enhanced customer experiences

If meetings can happen anywhere, employees expect to connect via voice calls, chat, messaging from anywhere. Cloud calling solutions provide one interface that powers collaboration and customer service. Moving your contact center to the cloud enhances customer service, too.

Self-Service

Voice Calling

Hybrid Video Meetings

File Sharing

Presence

In-App Messaging

Web Chat

Cloud-Based Contact Center as a Service (CCaaS) options integrate your call center with your unified communications platform. With CCaaS, support teams have a variety of communication tools at their fingertips. You can let your customers decide how they want support staff to contact them. Accommodating customer preferences delivers personalized interactions and builds stronger customer relationships. You'll drive customer loyalty and employee retention.

Contact centers often face fluctuations in call volumes, with some periods being busier than others. However, with CaaS, you can quickly scale the number of available agents to match the call volume. This ensures that customers receive timely assistance, reduces wait times, and improves overall satisfaction. Furthermore, you can avoid having agents with nothing to do, saving money in the process.

Culture and recognition

An inclusive company culture fosters a sense of belonging, trust, and appreciation. Employees who feel valued, respected, and part of a team are less likely to change jobs. Moreover, a strong culture promotes collaboration, innovation, and engagement, leading to higher productivity, satisfaction, and an overall positive experience.

Employee recognition supports such a company culture. Public recognition, awards, or even personalized gestures of appreciation help people feel appreciated on a human level. Some ideas to get you started including:

Create a culture of flexibility and choice

- Offer flexible working arrangements so employees can choose when and where they work based on their preferences and individual needs.

- Trust your employees to be productive and avoid micromanagement, allowing them to manage their time effectively.

- Emphasize the benefits of in-office work, such as fostering personal and professional development opportunities, team interactions, and social connections.

Invest in a positive and engaging workplace

- Design an inviting and inspiring workspace with comfortable amenities, natural light, and access to relaxation areas.

- Promote a culture of appreciation and recognition to make employees feel valued and appreciated for their contributions.

- Offer opportunities for learning and development, such as workshops, training sessions, or knowledge-sharing events.
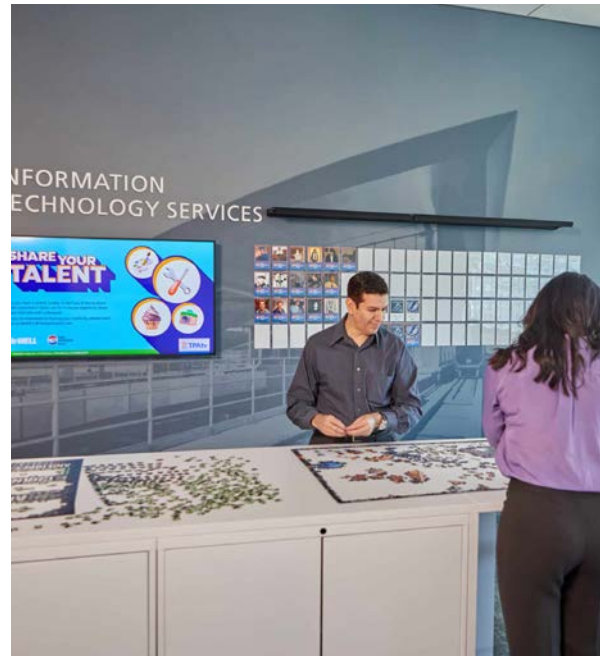
- Offer perks and benefits that cater to employee needs and preferences, such as on-site wellness programs, healthy food options, or social events.

- Foster a sense of community and belonging through team-building activities, social gatherings, and employee recognition programs.

Invest in your employees' well-being

- Prioritize employee well-being by offering mental health resources, flexible work options to reduce stress, and ergonomic workspaces to prevent physical discomfort.

- Promote a healthy work-life balance by encouraging employees to take breaks, disconnect after work hours, and utilize allotted paid time off.

- Demonstrate genuine care and concern for your employees' well-being to create a positive and supportive work environment.
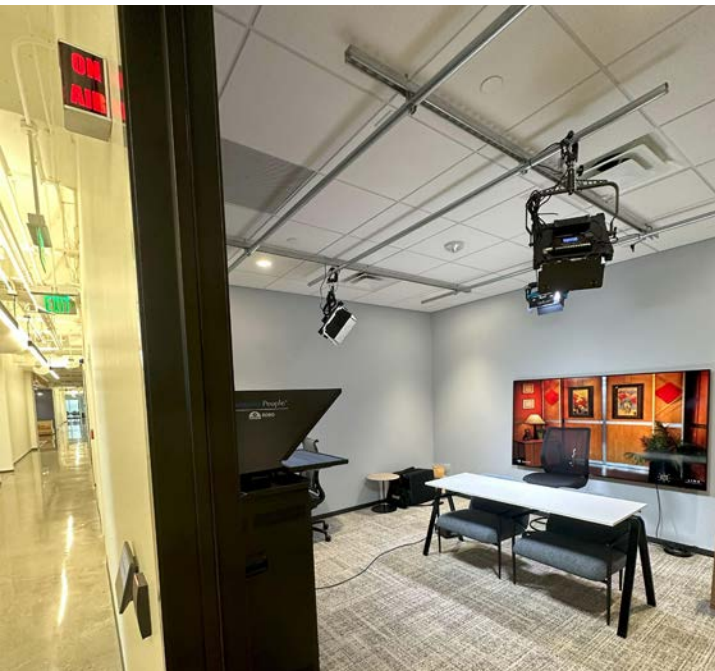
Start your experience journey with AVI-SPL

The journey to customer satisfaction and business growth starts with your organization and your employees. By prioritizing employee experiences, you cultivate a powerful ripple effect that translates into loyal customers and sustained growth.

At AVI-SPL, we demonstrate how technology acts as a bridge, connecting positive employee and customer experiences. For employees, it streamlines workflows, automates repetitive tasks, and facilitates communication and collaboration, freeing them to focus on higher-value activities and provide more personalized customer interactions.

On the customer side, technology empowers them with self-service options, seamless interactions across platforms, and access to knowledgeable support through chatbots or virtual assistants. This combination of empowered employees and tech-assisted customers fosters a more efficient, personalized, and, ultimately, a more positive experience for both parties.

Foster your company culture with video

Enterprise video solutions support employee recognition, community, and communication. Your digital signage system can feature employee milestones and achievements. You can also broadcast live town halls to share company-wide messages and help everyone feel connected. The AVI-SPL team is ready to assist with video production, content creation, and content management.

Explore Enterprise Video >

> **The journey to customer satisfaction and business growth starts with your organization and your employees."**

If your IT team doesn't have collaboration technology experience, or you want to give them more time to focus on strategic goals, AVI-SPL can manage it all for you. Our Enterprise Managed Services options cover audio-visual (AV), digital signage, and unified communications (UC) technology throughout your modern workplace, in rooms, and in the cloud.

- Our teams provide you with peace of mind with certified experts supporting your technology with 24/7 proactive monitoring and management.

- Local dispatch services for repair, asset audit, and preventative maintenance visits (PMV) are included in over 60 countries.

- AVI-SPL's Global Help Desk operates on a 24/7 basis with technical support staff located around the world.

AVI-SPL is dedicated to crafting exceptional experiences for our employees, too. In turn, our employees are committed to assisting customers worldwide and retaining their valuable team members, who provide unparalleled customer service. This commitment translates into loyal customers who significantly contribute to the company's bottom line. Let's get started together.

FAQ Corner:

Explore partner solutions that help you create exceptional experiences.

Collaboration

[How modern meeting room displays are champions of meeting equity](#)

[Create modern meeting spaces with interactive displays](#)

[How to boost remote employee engagement](#)

[Creating equitable experiences in large spaces](#)

[Optimize employee office experiences with workplace management tools](#)

Display and video

[Add enterprise video to your communication strategy](#)

[Digital signage pain points and solutions](#)

[How to choose the right laser projector for your needs](#)

[dvLED video wall design and installation considerations](#)

Creating Exceptional Experiences at Tampa International Airport

Tampa International Airport connects travelers to vibrant domestic and international locations. Renowned for its convenient location and positive customer experience, the Hillsborough County Airport Authority was on a mission to improve each traveler's journey through the airport.

The Airport Authority is committed to creating exceptional experiences for travelers as they make their way through the airport, from the moment they enter the airport until they reach their final destinations. Recently, the authority also had the opportunity to improve the workplace environments for its employees, since it outgrew the administration offices inside the terminal buildings.

The airport's general contractor and AVI-SPL helped transform Tampa International Airport's experience vision into reality inside the terminals and the new administration building, SkyCenter One.

Employee experience goals and challenges

The team decided to capitalize on their office relocation opportunity and establish a new, productive, flexible work environment that included collaboration areas and hot desking options. Their primary objective was to install new technology that was simple and easy to use and delivered a consistent, positive user experience.

## Collaboration, video conferencing, and video wall solutions

To create a consistent employee experience across three floors of meeting and collaboration spaces, AVI-SPL integrated video conferencing equipment, a hot desking app, displays, cameras, microphones, video bars, control panels, a content-sharing system, mice, and keyboards.

The technology standards included Microsoft Teams, Crestron Mercury and Flex control panels, Barco ClickShare, Logitech and Huddly cameras, NanoLumens video walls, and Samsung and LG displays. Rooms were outfitted with Shure microphones and Crestron speakers

to ensure meeting equity for all participants. Crestron scheduling panels were installed outside the conference rooms, allowing employees to see room availability easily and book space for impromptu collaboration sessions.

For the design of SkyCenter's boardroom, AVI-SPL created a flexible space with moveable furniture that inspires inclusion and participation. The room's centerpiece, a Nanolumen's LED video wall, was added along with multiple 98" Samsung displays and a 65" display on the ceiling, enabling collaboration and content visibility throughout the space.

The floor plans included "porches" where employees can gather and take breaks. Each porch has a digital signage display powered by a BrightSign media player that delivers valuable and fun content, such as employee anniversaries, wellness ideas, and menus.
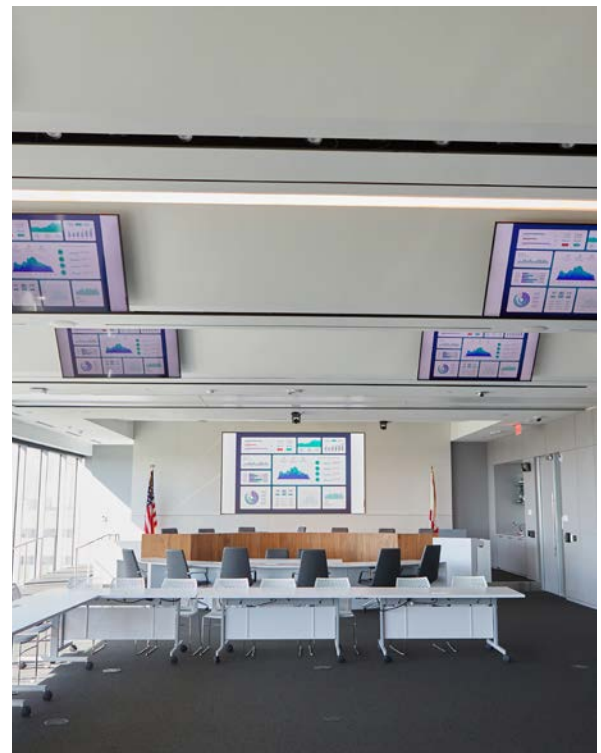
INFORMATION
TECHNOLOGY SERVICES

Wayfinding and hot desking app powers SkyCenter One's flexible workspaces

AVI-SPL tapped 22Miles to help deliver a content management system and create an easy-to-use hot desking app. These solutions deliver a modern, cohesive employee experience.

Employees can reserve a desk using the app, Outlook, or onsite using their badges at a desk. The app includes 3-D wayfinding to guide employees throughout the facility with real-time turn-by-turn directions.

With Microsoft Office 365 integration, the app also makes it easy to find co-workers, reserve

meeting spaces, schedule and invite participants to Teams meetings, and alert maintenance to any issues that need attention. Managers can also view space utilization stats in the app.

Delivering an easy, enjoyable customer experience at Tampa International Airport

Inside the terminals, the team faced the challenge of outdated and static signage across Tampa International Airport. AVI-SPL presented a comprehensive solution: a complete digital display and signage system overhaul. Our teams designed and installed user-friendly, adaptable, dynamic signage that could be updated at the click of a button.

The Airport Authority chose to partner with AVI-SPL due to our wide range of contract offerings, which include GSA, state, and co-op agreements. These contracts expedited the process, eliminated the need for time-consuming bids, and streamlined the implementation of the new state-of-the-art solutions.

Considering the airport is open 24/7 to accommodate travelers and operations, identifying suitable time slots that wouldn't disrupt the customer and employee experience was essential. The team chose to work overnight when the airport was quiet and limited customer inconvenience.

Digital signage and video wall solutions

Our team integrated new Samsung and NanoLumens LED digital signage and video walls throughout the airport terminal and the cell phone lot. Samsung LED display video walls were installed in the main terminal and baggage claim area and now display engaging and relevant advertisements while adding value to travelers' interactions within the airport.

Large shuttle displays were placed on the air side of the terminal to provide passengers with quick convenience as they looked for flight information, dining options, and shops.

Even the passenger pick-up experience was improved by adding two large LED outdoor video walls in the cell phone lot. These display real-time updates on incoming arrivals, informing visitors about flight status for their arriving family and friends. Two outdoor 44' x 11' NanoLumens video walls display real-time flight information so drivers know when to pick up arriving passengers outside the terminal.

Also, the airport's state-of-the-art event center features a 216" NanoLumens LED video wall, Crestron DM NVX content distribution, JBL speakers, and Sennheiser microphones. Guests can readily share content on the video wall and be heard throughout the interior and exterior event space.

The newly installed signage throughout the airport ensures passengers can swiftly and easily identify their next destination, explore available food and shopping options, and remain informed about any changes up to the minute.

In the past, changing content on static signs meant removing the sign entirely and replacing

Tampa International Airport (TPA) has emerged as a global frontrunner in the aviation industry and was selected as **JD Power's "#1 large North American airport"** in 2022 and 2023. The airport is less than ten miles from downtown Tampa and is publicly owned by the Hillsborough County Airport Authority.

it with new content—a lengthy and costly process. However, with the latest solutions, content changes are as simple as a button click. Video files can be promptly transmitted to update signs. This facilitates immediate adjustments to the messaging or can even guide passengers to different terminals. The system's responsiveness is showcased by its capability to swiftly reroute passengers, avoiding the need for physical floor stands or standalone directional signs.

The new signage throughout TPA is user-friendly and offers convenience to everyone – staff, visitors, and passengers alike.

Managed services

AVI-SPL's managed services team keeps the technology up to date and ensures smooth operations without interruptions. Each morning, the services teams walk the terminals to check signage, make any updates as needed, and ensure all conference rooms are ready.

Airport staff now have readily available 24/7 support and on-call assistance to reduce the workload on their IT team. End users have a dependable point of contact who can address questions and provide assistance related to the new technology.

Our team looks forward to supporting the next phase of the customer journey at Tampa International Airport.

Lasting impact

The seamless collaboration between the airport authority and AVI-SPL exemplifies the true spirit of partnership. We came together with a shared goal of enhancing the employee experience at SkyCenterOne and in the airport terminals.

> **Deep dive: watch the**
> *Demystifying LED Video Wall Technology* **podcast**   >

"

One of the best parts of my job is what's to come around the corner. Knowing what our master plan is, I get to think of what new technology we can bring to this airport. This project has so much of my heart and soul, and that's what it's all about. Being cutting edge. And being the best of the best for our customers."

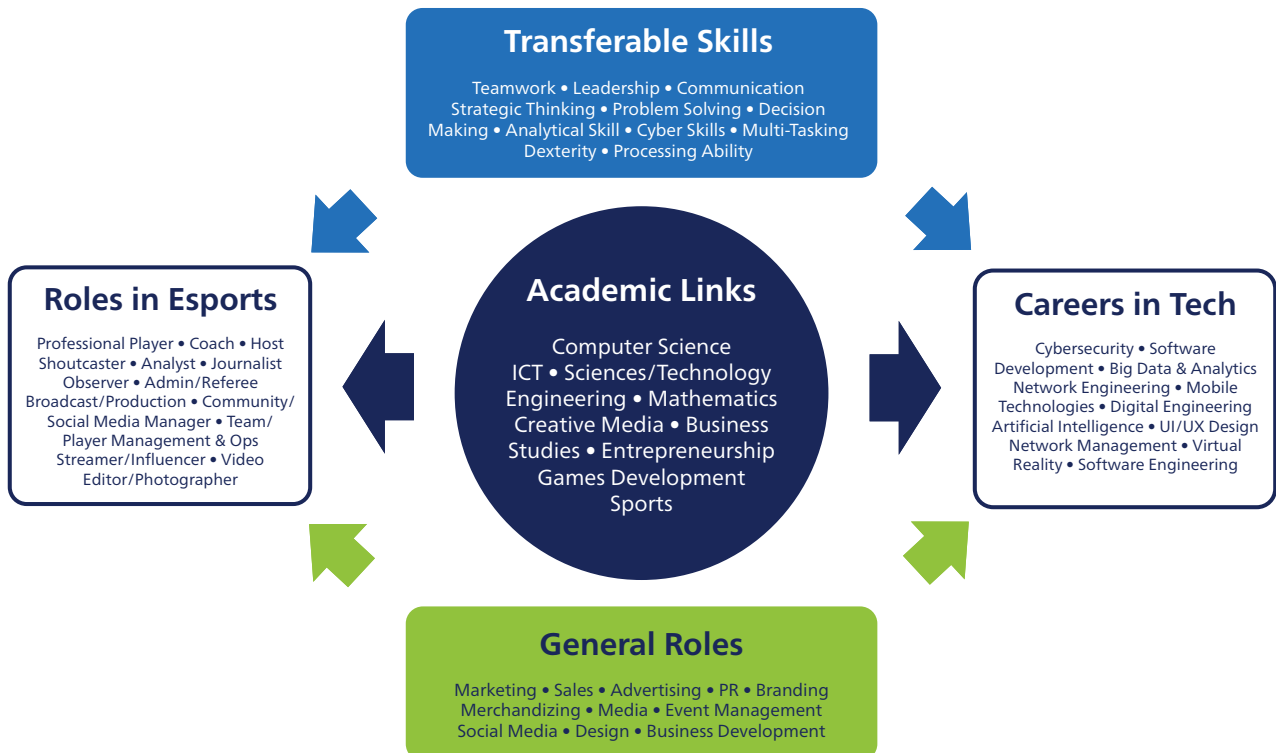Rebecca Criswell, AVI-SPL Senior Account Manager
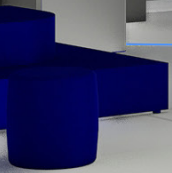
Transform Esports Career Pathways into Funding

Esports has already become a catalyst for increasing enrollment at schools. Esports programs attract students, appeal to parents who regard it as a safe activity, and help retain students who are members of the esports community. But the appeal goes beyond amateur and professional gamers. Playing esports and working behind the scenes also offers valuable transferrable skills, preparing students for diverse career paths. Those career options connect various athletic and academic departments to esports, which can also help you acquire funding for your program.

Esports opens new career pathways for students

Students can prepare for careers in esports, such as team management, event planning, marketing, art design, video and audio production, game design, engineering content creation, streaming, and broadcasting. Numerous other careers surround esports, including sought-after STEM positions and **technology, engineering, and communications career opportunities**.

Transferable Skills

Teamwork • Leadership • Communication Strategic Thinking • Problem Solving • Decision Making • Analytical Skill • Cyber Skills • Multi-Tasking Dexterity • Processing Ability

Academic Links

Computer Science ICT • Sciences/Technology Engineering • Mathematics Creative Media • Business Studies • Entrepreneurship Games Development Sports

Roles in Esports

Professional Player • Coach • Host Shoutcaster • Analyst • Journalist Observer • Admin/Referee Broadcast/Production • Community/ Social Media Manager • Team/ Player Management & Ops Streamer/Influencer • Video Editor/Photographer

Careers in Tech

Cybersecurity • Software Development • Big Data & Analytics Network Engineering • Mobile Technologies • Digital Engineering Artificial Intelligence • UI/UX Design Network Management • Virtual Reality • Software Engineering

General Roles

Marketing • Sales • Advertising • PR • Branding Merchandizing • Media • Event Management Social Media • Design • Business Development

Esports in higher ed by the numbers.

185
Higher education institutions with varsity esports teams, up from 125 in 2019[1]

240
Members of the National Association of Collegiate Esports (NACE)[2]

30+
U.S. colleges and universities that offer scholarships for gamers[4]

5000+
Students participate in higher ed varsity esports programs across the U.S.[5]

$16MM
Esports related scholarships and aid provided by NACE[3]

Transforming career opportunities into funding options

Consider careers that a robust esports program can support and what you'd like to get out of the program. Is it a varsity program you can leverage to recruit new students, or do you want to increase student involvement and support the broader campus community?

Then, identify and share budget requests with other departments that can utilize an esports space. Then, identify and share budget requests with other departments that can utilize an esports space. Consider what you'd like to get out of our program.

Who else can benefit from a large video wall, streaming and broadcast capabilities, high-powered PCs, cameras, headsets, mice, keyboards, and other components?

- Student recruitment

- Varsity athletics

- Journalism and broadcasting

- Marketing and communications

- Graphic design and animation

- Sports and entertainment

- Science and research

- Engineering

- Technology

- Mathematics

Dedicated vs. multipurpose spaces

Once you know your goals and funding options, you can determine what type of space you'd like to build, from a dedicated esports arena or small lab to a multi-use space shared by several departments and clubs. Consider building spaces supported by shared funding in places everyone can access, such as Student Union buildings and libraries.

> **Watch the *How to Fund Your Esports Program with Logitech and NACE* podcast.** >

Getting started in esports with AVI-SPL

Whether starting a new esports program or expanding on one, AVI-SPL can help you create virtually any type of esports space based on your school's specific needs, with room to expand as your esports program grows. From a simple competition space to larger arenas with stadium seating for spectators, AVI-SPL and partners like Crestron and Logitech have the experience to deliver on your esports vision — with the flexibility to evolve with your program.

Transformed computer labs

Convert computer labs into dedicated esports spaces, or spaces that function as both a computer lab and an esports space. Labs can be outfitted with everything you need for an impressive esports space — monitors, gaming computers and consoles, flat-screen displays, furniture, and acoustic tiles over the gamers' desks.

Broadcast suites

Reach a broader audience via broadcast and streaming with a fully functional television broadcast studio outfitted with cameras, teleprompters, a soundboard, a video switcher, and more. Take your broadcast capabilities beyond traditional AV set-ups with a dedicated professional broadcast infrastructure that can give students real-world broadcasting experience.

Gaming lounges

Recreational gaming lounges provide a safe community for students to play casually or competitively and socialize with others. Gaming lounges can have gaming PCs, TV game stations, lounge seating for group console play, live streams, and other technology such as VR headsets. They can be designed to accommodate students with physical disabilities

Arenas

Esports arenas bring the excitement of esports competition into a compelling, immersive environment for spectators and gamers. Whether transforming an existing space or building something new, an arena can be equipped with an array of high-tech features. These include video panels, a modern broadcast booth, a stage, and ample audience seating. The latest tech will attract fans, drive revenue,

and provide opportunities for competitors and students working behind the scenes.

AVI-SPL XTG, our experiential technology group, can help you create a space that immerses everyone in gaming, broadcasting, research, and all the career paths esports support. Our engineers and designers leverage space, content, and technology to create exceptional immersive experiences in your esports space.

XTG will work with you to create a custom AV solution that delivers an interactive esports gaming experience unique to your campus while staying within your budget, featuring:

- LED and dvLED video walls
- AV-over-IP solutions for low-latency content and audio streaming
- Gaming monitors, accessories, and headsets
- Chairs, tables, room lighting, and spectator seating
- Broadcast studio cameras, lighting, and microphones

Esports isn't just about gaming; it's a gateway to a vast array of exciting careers. By showcasing these career paths and their connection to different academic departments, your esports program can become a magnet for funding.

In 2024, Frost & Sullivan recognized AVI-SPL XTG for the second year running with the Global Enabling Technology Leadership Award. Our team was honored for its differentiated and high-impact experiential technology solutions.

Partner with departments like marketing, engineering, and broadcasting to create a multi-use space that caters to everyone's needs.

Consider transforming existing computer labs or creating recreational lounges. Whichever route you choose, AVI-SPL XTG is here to design a custom solution that fits your budget and fosters a truly immersive esports experience. Contact us to get started.

Explore how XTG creates immersive experiences. >

Extend the life of esports technology with AVI-SPL Symphony

Creating an esports environment that supports other departments requires a significant investment. And if various departments share expenses, you'll want to prove the technology is being used.

AVI-SPL Symphony, our user experience management platform, can support the return on your investment with services that can extend the life of your equipment. Symphony users may automatically (either based on time of day or detected room occupancy) power down esports devices when not in use to maximize energy savings. Automatic shutdown and proactive monitoring resolve issues before they impact students and instructors and can extend the lifespan of your technology.

Additionally, Symphony can provide reports on room usage trends, technology up-time, and other analytics to help you make informed decisions and share how and when technology is used. Because Symphony often resolves a technology issue without requiring field dispatch, it can also provide analytics on how many service trips were not needed over time. All this data provides crucial insights into the efficiency and effectiveness of your esports technology investment over time.

Explore AVI-SPL Symphony ＞

Designing an Immersive Journey Through Time and Space at the Museum of the Future

The Museum of the Future, an iconic 320,000-square-foot building in the heart of Dubai, features ground-breaking exhibits that invite visitors to explore new worlds and pioneer new ways of living. These awe-inspiring and thought-provoking experiences leave visitors ready to shape today's world for the better.

Throughout the museum, guests are welcome to see, touch, and explore the challenges and opportunities that shape the future of Earth and beyond. Visitors step into an interactive storytelling experience through exhibits that integrate space, storytelling, and technology, designed to spark wonder in audiences of all ages and backgrounds.

General contractor Al Tayer Stocks chose AVI-SPL Middle East to complete the museum's technology integration, which included 66 displays, 41 projectors, 333 speakers, and 81 media servers. In partnership with the museum and all stakeholders, AVI-SPL integrated dramatic and thought-provoking audiovisual installations throughout five exhibition floors.

Creating an immersive journey in time for the grand opening

Multiple immersive audio-visual exhibits had to be ready for the museum's grand opening. The AVI-SPL Middle East team had just one year to transform the customer's creative vision of the customer experience into reality. "Our mission statement for this project was one time and

right," said Phil Marlowe, Managing Director. "There was no time to do anything twice."

To meet the deadline, AVI-SPL design and engineering teams built racks and completed network integration and programming offsite

at our Dubai location. Working offsite enabled integration work to continue and protected AV equipment from dust and possible damage while construction was underway.

Pre-Boarding Experience
Guests enter the Mohammed Bin Rashid Spaceport and meet their digital guide, Aya.

Working within construction constraints

When the AVI-SPL Middle East team joined the project, contractors had already completed the floors, walls, and air conditioning. Nothing could be attached to the building. Our experienced engineers rose to the challenge and delivered floating solutions using floor boxes to provide power and rigging from the ceiling to anchor a few exhibits.
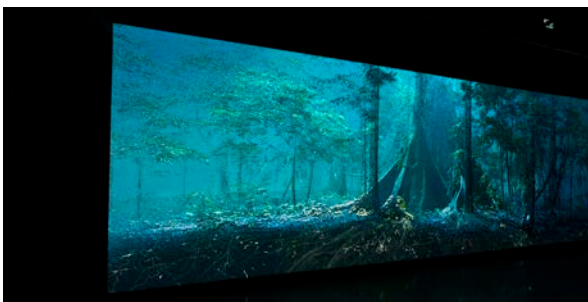
Witness the Wonders of Nature
Space travellers arrive back on Earth in 2071 at the Heal Institute and head into a tropical Amazon rainforest.

Accommodating multiple stakeholders located across the globe

While general contractor Al Tayer Stocks was our primary contact, AVI-SPL also liaised with several stakeholders to complete the project. Our team worked closely with the client, consultant Atelier Brückner, and 13 content providers. Content creation firms included Galerija 12, YOKE, Marshmallow Laser Feast, Jason Bruges Studios, Framestore, Deep Local, and Polytope. We ensured that content delivered in various formats was rendered correctly.

Leveraging standardization to simplify a complex build

AVI-SPL Middle East leveraged our long-term relationships with leading manufacturers around the world to source dynamic technology solutions for installation in the museum. Standardization was essential to completing the project on time and accommodate all content providers.

Manufacturers included Barco, who played an essential role in the visual experience, providing numerous large-scale Rigiflex screens and rear projectors in the primary exhibit spaces. Delivering the right audio was also critical to the customer experience. QSC was brought in to enable the audio processing, and we used Fohhn speakers.

In addition, servers from 7thSense ensured high-speed processing and flawless delivery. The team also standardized touch panels and control processors with Crestron and network switches with Cisco. Our team chose digital signage partners Samsung for indoor displays and LG for outdoor waterproof displays.

Together, these solutions allow guests to enjoy an inspiring experience of planet Earth 50 years into the future.

Command center and 24/7 support

AVI-SPL also created a central control room to easily manage all the audio-visual technology that drives the customer experience. To ensure seamless guest interactions, two AVI-SPL managed services staff members are available 24/7 to provide proactive maintenance and respond to support requests quickly.

Outcomes and customer feedback

The Museum of the Future's immersive exhibits captivate visitors through digital experiences, welcoming them to see, touch, and explore as they move through the space. The audio-visual solutions installed by AVI-SPL allow visitors to engage with an array of next-generation

"

We had to stretch the limits of the current technologies to make the ideas come alive," said AVI-SPL's Phil Marlowe, Managing Director, Middle East. "… we never used the word impossible. We never shied away from the creative vision."

Inavate EMEA, January 2023

technologies, including massive projection walls, augmented reality, and multi-sensory exhibits.

Ready to create your next immersive experience? Get inspired by projects from AVI-SPL XTG, our experiential technology group.

AVI-SPL Support Expedites and Elevates Customer Experiences with Zoom Contact Center
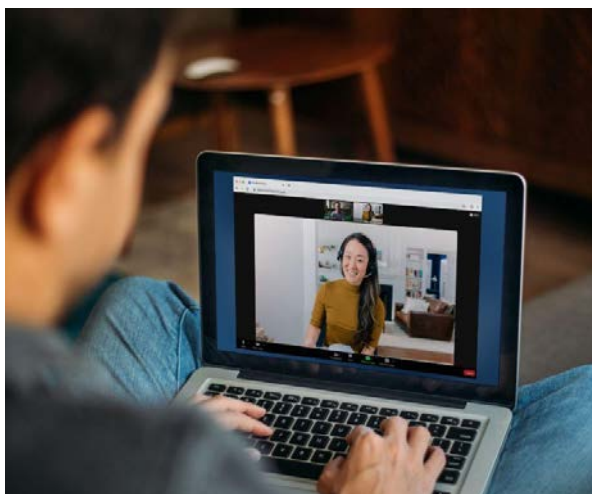
Smooth and productive support can go a long way toward building, maintaining, and growing customer experiences and relationships. Developing those relationships means support agents must be ready to connect and interact with clients around the clock. Furthermore, it requires collaboration applications that support centralized access to customer information from anywhere.

AVI-SPL's global support teams provide 24/7 customer care, ensuring happy clients worldwide. But their primary cloud calling and contact center platform was ending. Due to limited capabilities and platform discontinuation, AVI-SPL needed a new support solution.

Project vision

To begin the journey, John Bantner, AVI-SPL Director of Voice and Contact Center Architecture, and Adam Howkins, Senior Vice President, Global Services, conducted a platform-needs analysis to determine our next platform. The platform had to support a team of customer support agents in seven countries and meet numerous metrics for success.

AVI-SPL support personnel required platform capabilities that would enable their team to solve customer challenges quickly. Technical requirements included:

- Simple switching between customers and easy problem tracking

- Intelligent call routing

- Skills-based routing

- Present or absent supervisor agent state force change

- Interactive Voice Response (IVR)

- Compliance with GDPR and PCI regulations

- Screen pop ServiceNow and interaction data

The team also needed the platform to be stable, provide analytics, possess audio and video recording capabilities, and allow call transfers to Microsoft Teams via PSTN/directory.

In addition to our lengthy technical wish list, cost-effectiveness, customer experience optimization, and a trustworthy partnership were essential AVI-SPL platform criteria.

"Whomever we selected as our next partner, we wanted a true partnership." – Phil Caiazzo, AVI-SPL Vice President of Global Support Services.

AVI-SPL also sought a partner with room to grow with its future needs, like email routing, SMS messaging, automated and agent-based chat, self-service, screen recording, WFM, and Knowledgebase.

After a comprehensive review of options, the AVI-SPL team provided suggestions for possible contact center platform replacements.

"I was able to go research through the different CCaaS providers that (we) saw customers use in the market. I was looking for platforms that had potential fit based on those variables." – John Bantner, AVI-SPL Director of Voice and Contact Center Architecture.

Implementation: AVI-SPL Professional Services

AVI-SPL enlisted its Zoom-certified professional services team for additional consideration. John Bantner consulted with AVI-SPL Director of UCC

> "
>
> As the largest provider of AV and UC solutions in the industry, embracing another leader in the UC space gives us much better alignment with them. And from a partnership perspective, this gives us both even greater opportunities and puts us into better positions for the future"
>
> Derrick Kelly, AVI-SPL VP of Solutions Enablement
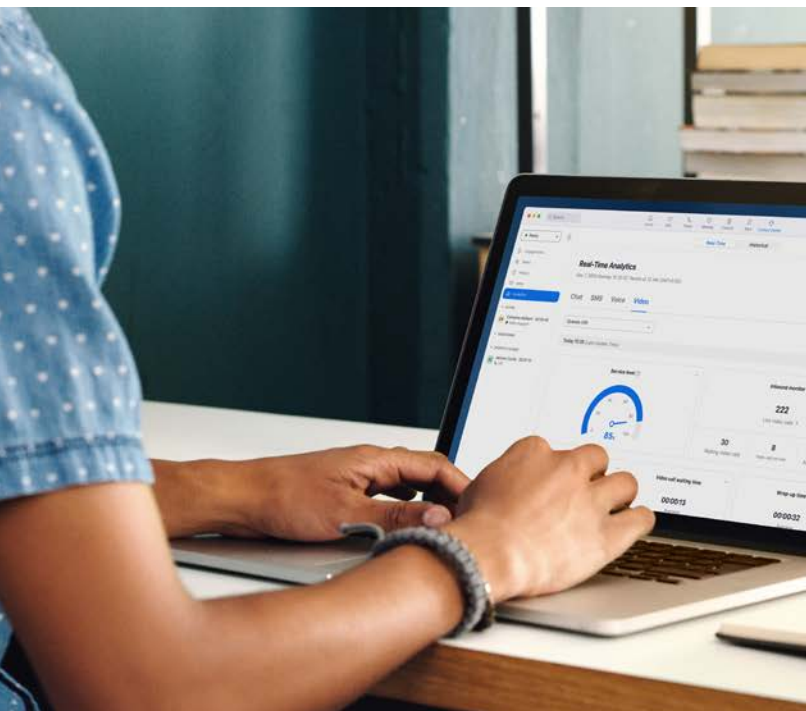
Engineering Jason Gaspardo, on developing a speedy yet quality implementation process.

The professional services team worked with Phil Caiazzo, AVI-SPL Vice President of Global Support Services, and his support team to assess team needs. Gaspardo's team connected with Zoom to develop an integration approach to meet each requirement.

Knowing their organization, its global footprint, and end-user requirements AVI-SPL's Zoom-certified professional services engineers were able to anticipate and solve most integration challenges.

Consistent communication between AVI-SPL and Zoom was crucial for a smooth installation process.

"If anything didn't match up with Zoom configuration notes, we could call our Zoom contact. And their response was wonderful." – AVI-SPL Collaboration Solutions Engineer.

In addition to implementation, Gaspardo's professional services team partnered with AVI-SPL's Learning & Development team to provide Zoom Contact Center training services to ensure speedy adoption.

Solutions and outcomes

AVI-SPL professional services team installed:

Zoom Contact Center - a centralized and streamlined support platform that delivered:

- **Cloud flexibility:** AVI-SPL agents have anywhere, anytime access to customer information. Teams can access, monitor, and manage requests faster on a global scale

- **Agile global support:**

  - Straightforward processes and enhanced customer support experiences
  - Agent support request routing and reduced request queues
  - Anywhere cloud calling and contact center agent access
  - Supervisor observation and request optimization

- **Unified view:** Agents to easily find, assess, and solve customer issues

- **Detailed supervisor access:** Live call queue views, the associated agent, and call recording access

- **Easy compatibility: platform pairs with virtually any mic, headset, or camera** – Logitech, Poly, and Sennheiser

- **Embedded video communication:** solution provides more personalized customer support experiences

- **Zoom Phone and Meetings access:** real-time voice, video, and SMS text analytics

- **Lower costs:** AVI-SPL is estimating $70,000+ annual savings

- **AVI-SPL + Zoom partnership:** scalable solution allows adoption of new features as they are released, like the new chat feature on the way

"We're working on introducing a chat option to allow our customers to interact with a support agent. We'll integrate another medium into their environment to collaborate with us. Once we roll the chat feature out, that will give Zoom another option to coordinate with my team." – Phil Caiazzo, AVI-SPL Vice President of Global Support Services.
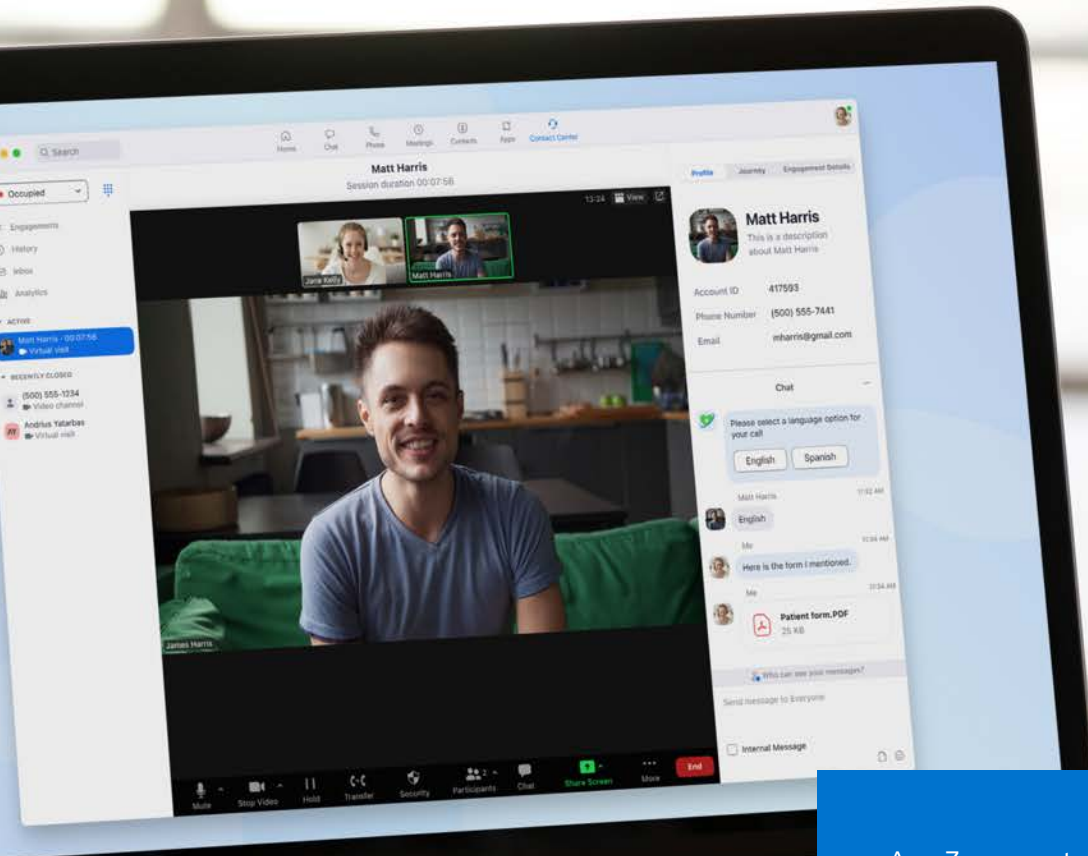
As a Zoom partner, AVI-SPL has significant Zoom platform expertise. We're ready to help add, integrate, or optimize your cloud calling and contact center solutions. Together, we can streamline support capabilities to ensure they provide positive customer experiences anytime, anywhere.

zoom

Zoom UP 2.0 Platinum Patner

Contact us today to get started.

How a City Streamlined Constituent Services with a Custom Cloud Calling Platform Utilizing Microsoft Teams

The City of Independence, Missouri, was ready to upgrade its aging voice calling systems to improve its inter-department and constituent service and communications. To kickstart this process, government officials reassessed their on-premise collaboration technologies.

After review, the city decided to migrate its entire voice communications and collaboration infrastructure to the cloud. Leadership felt this move would streamline team interaction and provide quality constituent user experiences.

Before committing to a new solution, internal teams looked at what worked for staff interactions. Employees were using the Microsoft Teams desktop platform for internal communications and were happy with it. Further review revealed they could also improve remote work productivity and the user experience with Microsoft Teams.

The city asked AVI-SPL to design and integrate a custom cloud contact center solution that leveraged their existing Microsoft Teams licenses.

Custom cloud voice platform utilizing Microsoft Teams and Five9

The City of Independence comprises the courthouse, fire department, police department, city utilities call center, and more. These teams wanted a new cloud calling and contact center solution to enhance constituent user experiences and improve inter-department communication.

In addition, it was noted that the City's utility call center has the second-highest phone number used due to monthly payments and inquiries from constituents. City officials needed a robust system to handle high call volume and routing, especially during monthly utility call center spikes.

The need to easily handle high call volumes and the desire to utilize Microsoft Teams helped AVI-SPL focus on providing the user experience the city envisioned for employees and constituents.

"That started us down the process of designing and developing what a Teams migration from an unbiased solution looks like," said Fran Culbertson, AVI-SPL Account Manager. "What components and solutions are needed to enhance team and constituent experiences?"

AVI-SPL explored Microsoft Teams-compatible platforms and tools that could bring constituent communications to the highest possible standard. The team explored call automation, contact center platforms, session border controllers, and SIP Phones. AVI-SPL designed a holistic solution that included IntelePeer, Five9 Contact Center, and AudioCodes to meet the city's internal and external voice communication goals.

IntelePeer's Atmosphere delivered seamless SIP trunking to the City's Microsoft Teams' voice solution. Also, by choosing Atmosphere, the city team realized substantial cost savings since they retired legacy telephony connectivity.

Improving the constituent experience with cloud calling

"The city wanted to provide a better service to its constituents. So, everything from service to constituent interaction had to be logged and recorded. For the city utilities call center, we looked at several solutions. But we ultimately landed on the Five9 Contact Center as a Service option," said Culbertson.

Five9 Contact Center enabled agents to manage team and constituent interactions, provide real-time reporting, save reports for on-demand

review, and store call recordings in a centralized cloud portal. In addition, Five9 features and functionality provided a better user experience by enabling city utilities call center agents to interact more efficiently with constituents and internal teams.

In addition to voice calling, the new contact center enabled additional communication channels to accommodate customer preferences. Options include IM, email, chat, SMS, and voice messages.

Managing high call volume and routing

AVI-SPL engaged AudioCodes for seamless cloud call routing between locations using high-availability virtual session border controllers (SBC). In addition to SBCs, AVI-SPL deployed AudioCodes SIP phones, Voca speech routing, and SmartTap 360 Live.

These products natively connect to Microsoft Teams. SmartTap 360 Live helped police, fire, and others record all online voice, video, and IM communications.

In addition to ensuring city officials could communicate from IP phone to platform, AVI-SPL supplied agents with over 150 Poly voice headsets. Poly headsets gave agents more agility and flexibility in how and where they addressed team and constituent requests.

"Poly offered headsets for every end-user requirement," noted Culbertson. "Whether the need was in the call center or for a mobile worker, Poly offered a Microsoft Teams-compatible option."

AVI-SPL designed a holistic voice cloud calling solution that offered seamless connectivity

and new capabilities for City of Independence IT members, officials, and constituents. The solution was simply and systematically integrated with the help of our Microsoft Teams-certified professional services teams.

"All the requirements that we had laid out, which primarily was a seamless single interface for our users for all of their communications needs, including their chat, their messaging, telephone system, we wanted it all in one place," said City of Independence Manager Chris Johnson. "The solution that AVI-SPL initially presented was exactly what we needed," said Johnson. "It hit all the checkboxes for us."

"

AVI-SPL designed a holistic voice cloud calling solution that offered seamless connectivity and new capabilities for City of Independence IT members, officials, and constituents."
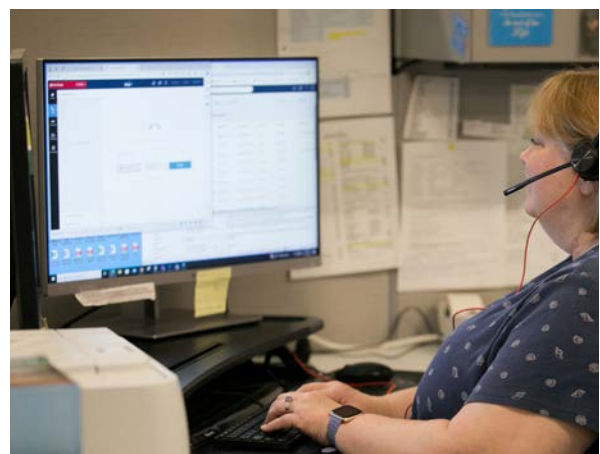
Implementation: simple, seamless, staggered cloud migration

AVI-SPL determined that a multi-phase migration process was the most efficient way to transition city voice solutions to the cloud.

"We architected a pathway that could smoothly and conveniently move groups to the cloud, taking stress off the client and ourselves," said AVI-SPL Collaboration Solution Engineer John Lanan. "Instead of moving 5,000 people to the cloud simultaneously, we could pull 100 or 500 in real time."

"The knowledge AVI-SPL brought to bear on cloud systems for this project was critical to our success," said City IT Manager Chris Johnson. "We were able to depend on them and trust them. It was huge for us as we worked through the project."

Results

The City of Independence's Microsoft Teams centralized cloud calling and contact center solution delivered speed, efficiency, and user-friendliness, enhancing work experiences. In addition, the transition to the cloud made it possible for the city's IT team to streamline

practices by applying the right technologies for each need.

Due to the City of Independence's size, departments, and number of phone lines, AVI-SPL technical experts worked hand in hand with city officials to organize and implement new systems. Together, our teams successfully migrated voice systems to the cloud. Consistent client communication, trust, and working around multiple project schedules and the city's other projects helped AVI-SPL exceed the city's project goals.

"Our focus is providing our customers the best level of support," said Johnson. "And it's not just about being fast and timely. It's about providing the right solution in the right manner so our employees can use it without additional support cycles. A big benefit of a common platform that centralizes service management is that our users can become proficient. Modernizing and moving to a system that's designed to be user-friendly has been critical for us. And our teams love its convenience and increased tool access and capabilities."

City employees and officials are not the only individuals seeing the benefits of migrating to the cloud.

"By investing in a new cloud calling and contact center system now, we're enabling and providing greater, more efficient, and communicative critical government services to the citizens of Independence," said Johnson.

AVI-SPL collaboration technology experts can support the management of or migration to various voice cloud calling and contact center platforms. Contact us today to explore how our cloud-calling and contact center design, integration, migration, and management capabilities can help you.

4 Essential Use Cases That Enable Proactive IT Management and Planning

Employees tolerate tiny laptop displays and glitchy connections when they work from home. But when teams are in the office, collaboration expectations skyrocket. Users demand user-friendly spaces, large displays, intelligent audio and video, and consistent network performance.

AVI-SPL Symphony helps you deliver it all, ease your IT team's workload, and reduce end-user-generated tickets. Symphony is a user experience management platform to connect, monitor, and track collaboration technology in your digital workplace to empower your people.

Here's how Symphony supports common IT use cases, including day-to-day technology management, end-user support, and digital transformation planning.

1

Boost IT efficiency

IT leaders are tasked with decreasing costs while delivering faster response times. AVI-SPL Symphony improves efficiency to help reduce operational costs by optimizing resource utilization, minimizing downtime, and reducing negative technology impact to end users. Benefits include:

Asset capture: Captures information about your devices and structure. You can easily see technology assets from a wide global view down to a specific room or space view. Asset capture helps you easily understand deployments and works in progress, and plan for IT budget changes.

Centralized monitoring: Consolidates AV and UC system performance, room data, and meeting information from connected devices and vendor-specific management tools into one platform.

Automation: Utilizes the standards and behaviors you require via room sweeps, auto-ticket creation, clearing, and closuring algorithms, and automations for "Room Readiness" or "Power Down" processes.

And Symphony operates on secure and encrypted connections. Whether on a shared multi-tenant environment or your own individual cloud instance, your data is protected.

2

Manage technology performance and user experience

Symphony monitors the health of your collaboration technology estate and controls devices and meetings to provide the best collaboration user experience.

Integrations: Native rich integrations with AV, UC, and other collaboration management applications provide IT resources detailed monitoring and control capabilities. That helps you provide technology users the best collaboration experience possible.

Room sweeps: Runs scheduled or ad-hoc sweeps to ensure rooms are ready to go, reducing end-user-initiated tickets and ensuring a positive meeting experience.

Incident management: Proactively works around the clock to auto-detect issues, automate ticket creation, and enable IT users to automate technology management routines. And if you already have an ITSM platform, we bring systems together. Action out of your ITSM, troubleshoot out of Symphony.

Reporting and analytics: Make strategic decisions about your technology, spaces, and resources with robust reporting and analytics. From data regarding what and where technologies are deployed to details on trouble-spot trends to understanding how your resources are being utilized.

3

Enable successful cloud migration

Symphony's capabilities support migrating to cloud collaboration technologies.

Meeting and device monitoring: Provide the same support to your cloud technologies as you do your AV and legacy technologies. Schedule your rooms right from Outlook,

monitor OS telemetry of your cloud room computers, and deliver live meeting support when needed.

Self-healing: Controls aspects of devices remotely, such as volume. And when issues do arise or as part of a standard process, remotely reboot those stationary PCs.

4

Data-driven technology planning

Symphony provides the essential metrics about your technology to enable strategic, data-driven decisions. The platform tracks how meeting spaces are used and how technology performs for meaningful data about space capacity, technology condition, and collaboration adoption.

Workplace management: Provides a more strategic view of your space and overall footprint. How can you repurpose space for your new hybrid workforce? You'll first need to review how your technology is deployed, the types of rooms you have deployed, and even the capacity of these rooms. Bringing this type of information into a single platform with all the other functionality Symphony provides enables a data-driven understanding of the environment.

Success metrics: Delivers essential metrics for assets, cloud migration, monitoring, incident management, and workplace management. Information is delivered in easily accessible visual interactive dashboards to help drive technology planning future decisions. With the data Symphony provides you'll be better positioned to adapt to changing technology trends and market demands and gain a competitive edge.

Explore how Symphony benefits your organization.
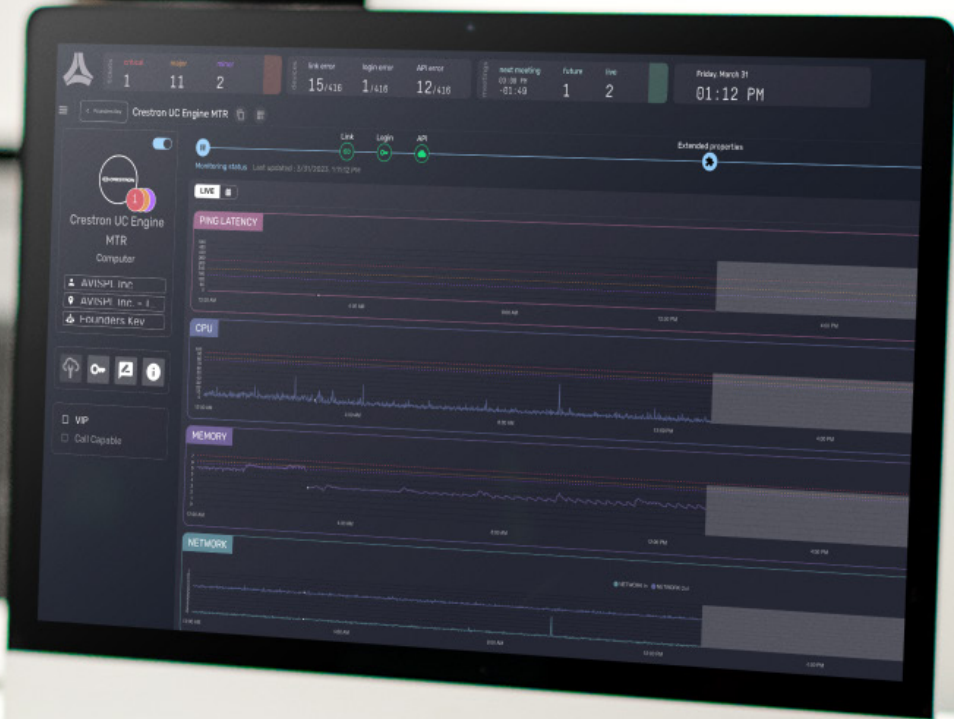
Top Considerations When Choosing a Managed Services Provider

If you want to outsource your technology monitoring, management, and support, there are many options to review. How can you be sure you're choosing the right partner? We're sharing our top considerations for selecting a managed services provider and deciding if AVI-SPL is the best provider for your IT team's needs.

Outsource vs. in-house support

First, consider why outsourcing technology services may be the best option to support your teams and tech. Does your IT support team have AV, UC, and digital signage technology expertise? If they do, how much time can they devote to proactive monitoring and management vs. reactive fixes?

If your teams don't have this experience, upskilling is always an option. Consider if you'd prefer to leverage your internal teams to support more strategic digital transformation goals. Outsourcing may save your team time and frustration.

Level and breadth of expertise

If you are leaning toward outsourcing technology support, ensure your partner has the expertise your internal team lacks. When researching support options, review all the technology and systems you'll need a vendor to support, such as:

- Audio visual technology and digital signage players

- Unified communications platforms

- Multi-cloud management

Anytime, anywhere, support availability

You can't always predict when technology will need attention. Users and IT staff will appreciate being able to talk to someone vs. speaking to an answering service, waiting in a chat or email queue, or navigating a Chabot. That's why you'll want a partner who can provide live, expert phone support 24/7.

Your services partner should also work to limit downtime and support tickets with scheduled preventative maintenance and proactive upgrades. Choose a provider who can perform services when it's convenient for you and your teams.

End-to-end solution

A managed services solution goes well beyond break/fix support, although that's included. Consider what goes into an end-to-end services solution, including:

- Asset inventory services

- 24/7 monitoring and live support

- Preventative maintenance visits

- Multi-cloud management

- Local service technician dispatch

Look for a provider who offers the flexibility to add additional services as needed.
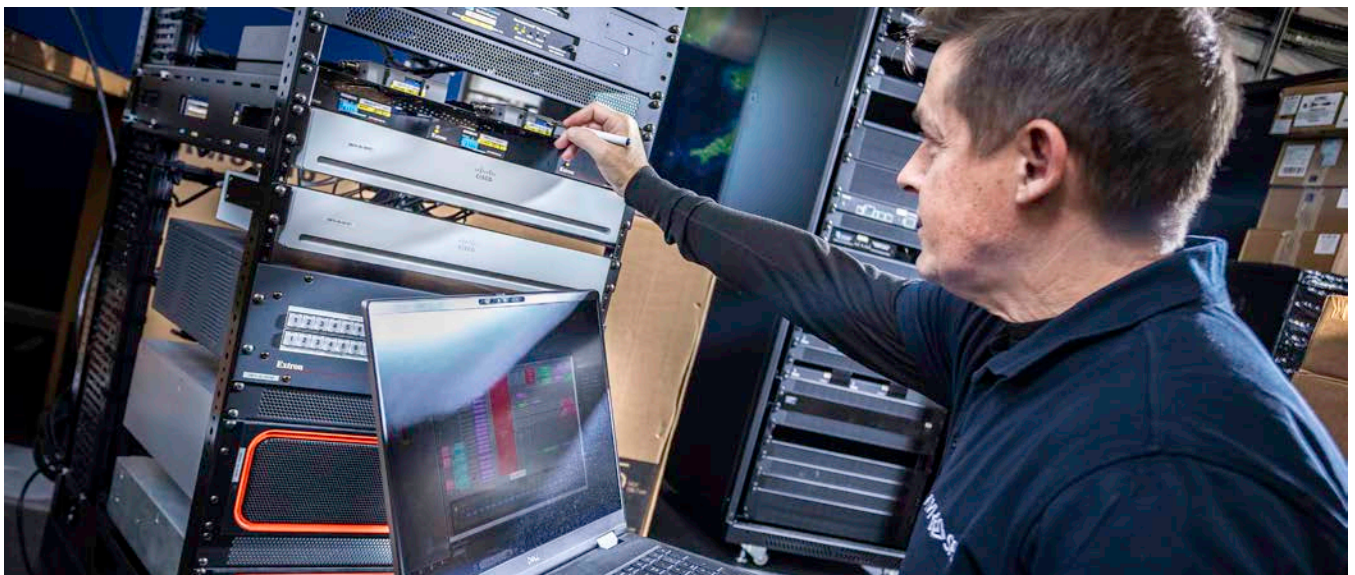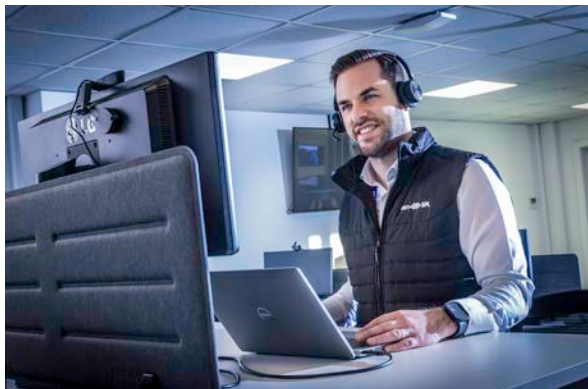
Simplified pricing with room to grow

Outsourcing becomes less helpful if it involves complicated pricing and multiple contracts. Pricing should be straightforward, and contracts should include room to grow if you add more meeting rooms or devices.

Is AVI-SPL Enterprise Managed Services right for you?

The AVI-SPL services team developed a new program that checks all of these boxes. Our Enterprise Managed Services is an end-to-end solution that provides expert care for your organization's visual communication environment. We focus on key areas throughout your solution's lifecycle.

And, you can speak directly to a support team member 24/7, not an answering service.

We offer simple per-room or per-digital signage pricing. And it's easy to add rooms and devices as needed. You don't have to start a new contract.

For additional information, call **(866) 708-5034 or visit avispl.com**

Our expertise and certifications

Our team applies ITIL management best practices, certified technicians, and best-in-class industry applications to monitor, manage, and analyze performance. Our Enterprise Managed Services include:

- Asset Inventory Service
- Device Monitoring
- Configuration Management
- Incident Management

- Problem Management
- Preventive Maintenance
- Service Reporting
- Service Management

You also have the option to add on services and integrations, including Office 365, ServiceNow, and Crestron XiO Cloud.

Learn more about our services and options ⟩

Our team helps you transform environments into simple, scalable, supportable, and secure business communication solutions.

Contact us to get started today.

We Partner With the Best To Give You the Best

AVI-SPL works with technology vendors who do more than provide the products for our solutions. We can rely on their expertise and support in any environment. This dedication to teamwork is done with one goal in mind – earning our clients' satisfaction.

Our Preferred
Technology Partners

CRESTRON

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.

logitech

Logitech designs workspace solutions that make equitable working experiences possible for everyone. We help teams work better together, from anywhere, without compromising on quality, productivity, or the creativity that comes from collaboration.

poly

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

Sharp 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 offers the widest portfolio of cutting-edge visual solutions to fit its customers' needs. Sharp 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.

BOSE PROFESSIONAL

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.

EPSON®

Epson, the number-one selling projector brand worldwide, creates innovative projection technologies for business, education, and the home. Using industry-leading 3LCD technology, Epson offers a complete line of interactive, ultraportable, and installation projectors designed to deliver quality, reliability, and cost-effective performance.

Jabra GN

Hej. (That's 'hi' in Danish.) We're Jabra. We engineer technology that makes life look and sound better. And you? You might be running a work project from, well, anywhere. Or running your first 5k to a playlist sounding like you've never heard. Or pitching via video from Toronto to Tokyo. Whatever you've got going on, we've got you. With world-leading video and voice call technology. And perfectly engineered earbuds and headphones. Jabra. Technology for life's new rhythm.

legrand® | AV

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 Business Solutions

Fostering a culture of employee engagement, boosting team collaboration, and improving productivity are critical. LG's TVs, large displays, video walls, touch displays, and desktop monitors are perfect for your huddle spaces, lobbies, classrooms, and large conference rooms. LG's wide variety of displays and Cisco® and Crestron® compatibility meet the needs of virtually any meeting space, including the UH5F series displays with webOS™that can deliver brilliant Ultra HD images. With advanced IPS screen technology and anti-glare coating, LG displays can be viewed comfortably in brightly lit rooms by nearly everyone.

Microsoft Teams   Microsoft Surface Hub

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, standards-based 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.

SENNHEISER

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

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.

SONY

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.

CONNECT PEOPLE,
NOT DEVICES

create
an
instant
connection

Meetings are about connection. With **Crestron Flex Room Solutions** you can collaborate seamlessly, at the touch of a button. Easy to install and scalable to any size of room, you can meet with confidence that your time will be spent connecting people, not devices.

CRESTRON | Microsoft Teams

Learn how Crestron Flex Room Solutions make your meetings work: avispl.com/crestron

logitech®

THE NEW LOGIC
OF WORK

MEET THE MOMENT WITH LOGITECH

Work has changed. We believe there's a better way to do it. More collaborative. More productive. More enjoyable. Give teams the tools they need to be successful every day, from anywhere.

TEAM WORKSPACES

RALLY BAR HUDDLE
All-in-one video bar for huddle and small rooms
SKU - 960-001485 | MSRP - $1,699

RALLY BAR
All-in-one video bar for medium to large rooms
SKU - 960-001308 | MSRP - $3,999

TAP SCHEDULER
Scheduling panel for meeting rooms
SKU - 952-000091 | MSRP - $699

TAP
Video meeting touch controller
SKU - 939-001950 | MSRP - $999

SIGHT
Tabletop camera with intelligent framing
SKU 960-001510 MSRP - $1,999

PERSONAL WORKSPACES

BRIO 505
Full HD 1080p webcam
SKU - 960-001411
MSRP - $129.99

ZONE VIBE WIRELESS
Wireless headphones
SKU - 981-001156
MSRP - $99.99

LOGI DOCK
Meeting controls & speakerphone
SKU - 986-000015
MSRP - $399

MK360 COMBO
Compact & slim wireless combo
SKU - 920-003376
MSRP - $37.99

SUSTAINABILITY

- **RECYCLED MATERIALS**
- **SUSTAINABLE PACKAGING**
- **REDUCED PLASTIC**

SELECT SERVICE PLAN
Logitech Select investment protection is a comprehensive service plan offering 24/7 support, product replacement, accelerated RMA, onsite spares, and advanced Logitech Sync analytics.

LEARN MORE AT AVISPL.COM/LOGITECH

Certified for Microsoft Teams

zoom Certified

works with Google Meet

poly

ALL TOGETHER

MEETING EQUALITY: THE KEY TO STELLER VIRTUAL COLLABORATION

Whether in-office, remote or a combination of both, Poly is uniquely situated to provide users with the optimal setup at the best value across your entire team. We want to establish and maintain meeting equality — it's our goal. Because if we do that, we'll be helping you and your organization reach yours.

POLY COLLABORATION SOLUTIONS BRING PARTICIPANTS TOGETHER IN THE HYBRID WORKPLACE

IN-OFFICE SOLUTIONS OFFER

Intelligent video conferencing bars and systems for meeting spaces.

An equal voice at the table with **intuitive conference phones**.

Broadcast-quality video conferencing cameras.

Easy concentration with **noise-blocking enterprise-grade headphones.**

REMOTE SOLUTIONS OFFER

The best angle via video conferencing **cameras with a 74-degree view**.

Unparalleled audio clarity with **USB and Bluetooth speakerphones**.

Portable, light-correcting webcams that connect to any device.

Quality audio wherever you go thanks to **enterprise-grade headsets**.

Find more information about Poly's end to end solutions at avispl.com/poly.

AVAYA CLOUD OFFICE®
by RingCentral

Create a Culture Built on Customer-Centric Collaboration

Whether your business is large, medium, or small, delivering a memorable customer experience can be a key differentiator.

Avaya Cloud Office® by RingCentral and Avaya Experience Platform™

When organizations have engaged, empowered employees, it has a direct and positive impact on the employee and customer experience that creates business results.

Avaya Cloud Office by Ring Central and Avaya Experience Platform provide a hassle-free, secure, reliable cloud solution; enabling organizations to create an immersive employee and customer experience that drives employee productivity, business growth and customer loyalty.

Key Customer Experience Capabilities

Browser-based Desktop
Employees can serve multiple customer interactions simultaneously and receive data from multiple sources.

Customer Engagement
Enable customers to effortlessly interact across voice and digital channels.

Attribute Routing
Powerful attribute resource selection capabilities assign the right customer interactions to the right employees.

Customer Journey Intelligence
Provides a timeline view of customer interactions across multiple channels.

Self-Service Automation
Enable customers to complete all or part of their voice inquiry using natural speech or touch tones.

Benefit of Integrating Contact Center with Unified Communications

Enables Rapid Access to Subject Matter Experts – By integrating with Avaya Cloud Office agents get easy-to-use tools that enable customer service, sales and back-office employees to call, text, share files and meet via video with a single click.

Click to setup a meeting and learn more

Video Collaboration Your Way.

Personal Web Device

PanaCast 20

When it comes to audio and video collaboration, Jabra understands that everyone should be seen and heard equally.

From conference rooms to home offices, and everything in between Jabra has the right audio and video solution for wherever you work.

Conference Room Solutions

PanaCast Video Bar System

PanaCast 50 Room System

PanaCast 50 Room System

Audio Devices and Speaker Phones

Evolve2 65 Flex

Speak2 75

Engage 50 II

Evolve2 Buds
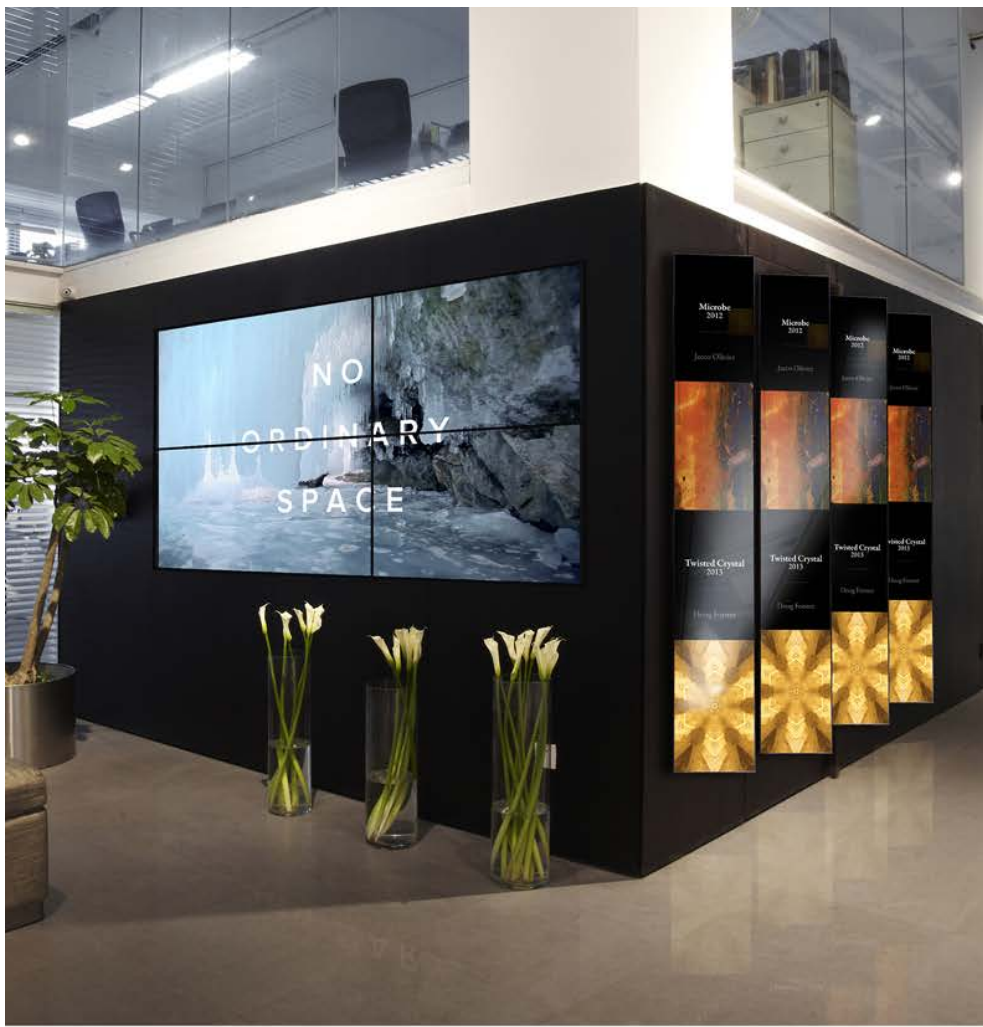
Advanced LG Commercial Displays Set The Stage

From corporate lobbies to large exhibit halls and performance centers, LG has the right display that will wow viewers and set the stage by delivering brilliant, immersive content. Direct-View Indoor LED displays command attention thanks to their ability to be viewed in high ambient light conditions. Sleek Wallpaper OLED Displays blend virtually seamlessly into the wall and dazzle with impressive contrast, thanks to OLED's ability to produce perfect black. Versatile Ultra-Stretch Signage can be installed horizontally or vertically, while Transparent Color LED Film can elevate your space and bring incredible messaging to new spaces. Mind-bending Open-Frame Curved LG OLED Displays can be installed in arched, curved, concave, and convex using LG OLED Modules. LG's advanced commercial displays set the stage for a command performance.

Let's work together.
avispl.com/lg

Microsoft Surface

Deliver a consistent, simple experience in all workspaces with Surface Hub 3

Unleash a host of innovative features to enhance hybrid work.

Smart rotation and portrait mode: Surface Hub 3, available in a 50" display, offers the flexibility to physically rotate between portrait and landscape orientations.

Premium design for inclusive meetings: Surface Hub 3 prioritizes inclusive meetings by delivering clear audio and visuals, enhancing the overall meeting experience.

AI-powered team collaboration: The Surface Hub 3 represents a significant leap forward in leveraging AI for enhanced hybrid meetings and collaborative sessions.

⊙ **Read more** about how Surface Hub 3S can help bring your teams together in a hybrid workplace.

Microsoft

neat.

A better way to meet

on Zoom and Microsoft Teams.

Neat devices are purpose-built for Zoom and Teams with a focus on wellbeing and collaborative, social interaction. Neat turns meetings into cinematic productions that encourage freedom of movement and organic conversation. This more human digital experience helps maximize motivation, creativity and productivity.

Devices

Neat Bar	**Neat Bar Pro**	**Neat Board**	**Neat Frame**	**Neat Pad**
Simple, elegant all-in-one device for meeting rooms with up to 10 people.	Capable of driving three screens for Zoom and two for Teams, it's ideal for spaces with up to 30 people.	65-inch all-in-one device for video collaboration at its best with whiteboarding, annotations and more.	Portrait-oriented device for new workstyles and spaces, including home, office, hot desking and virtual receptionist.	Sleek touch screen used as an in-room controller and a scheduling display outside the room.

To find out more, visit **avispl.com/neat.**

Video encoder? Video decoder? Core processing and streaming? USB bridging? Video switching? Third-party control engine?

Yes, NV Series can do that too.

Did you know that each NV Series model can act as either encoder or decoder AND still do USB Bridging? Or that the NV-32-H can be transform into a Core processor AND still do encoding or decoding streaming at the same time? Did you know that we have a single cable solution for encode/decode, USB bridging AND laptop charging?

Let us show you why the NV Series has become our most versitile Q-SYS product to date.

Now shipping.

NV-32-H (Core Capable) | NV-32-H (Core Mode) Streaming License
NV-21-HU | AV Bridging Feature License for NV-21-HU

avispl.com/**qsys**

The future workplace.

The Wall All-In-One is a next-generation display, delivering a revolutionary visual experience through Micro LED technology. Removing all the traditional boundaries of resolution, size and ratio, this is more than a TV. The Wall All-In-One is a statement, but one that blends in perfectly.

For more information, visit **avispl.com/samsung**

SAMSUNG

NEW!

TEAMCONNECT BAR SOLUTIONS

Flexibility that empowers.

Announcing the latest additions to our TeamConnect family – TeamConnect Bar Solutions! As the most feature-rich, all-in-one conferencing devices in their class, the TeamConnect Bar Solutions are scalable, all-in-one conferencing devices, designed to meet modern meeting demands.

Scan this QR code for more information!

SENNHEISER

SONY

End-to-end AV solutions

Bring absolute clarity to the hybrid workplace

Today's workplace is everywhere. Organizations need high-quality images and sound that keep employees engaged in meetings, presentations, and webinars, no matter where they are. Sony's end-to-end AV solutions enable real-time collaboration and asynchronous remote streaming that can drive productivity and unlock the potential of every team member.

Our remote control cameras, powered line array speaker, and beamforming microphone capture every detail, and our professional flat panel and 3D spatial reality displays, and projectors show every detail. Plus, with signageOS support for digital signage and content management, TAA compliance, and certifications with Crestron and Cisco, our expanded line of BRAVIA Professional Displays offer more functionality than ever.

To learn how we can help your business succeed, visit **avispl.com/sony.**

Remote Cameras, Line Array Speaker, Beamforming Ceiling Microphone

Crystal LED Videowalls, BRAVIA® 4K Pro Displays, Spatial Reality Displays

Professional Laser Projectors

Connection through Collaboration

Interactivity changes the way we connect!

Higher engagement

Greater retention of information

Creates a sense of inclusion
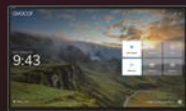
Improves productivity

Flexibility for all to participate from anywhere

CollabTouch™ *by Avocor*

W Series

G Series

E Series

L Series

Google Meet Series One
Board 65 & Desk 27

Whether you are looking to improve communication and between teams located anywhere, a better way to host training sessions, or to create immersive and effective meetings to ignite higher productivity, Avocor collaboration display solutions are simply the best way to stay connected.

Learn more at **www.avispl.com/avocor/**

avocor

zoom · · Google Meet | avocor

webex
by CISCO

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.
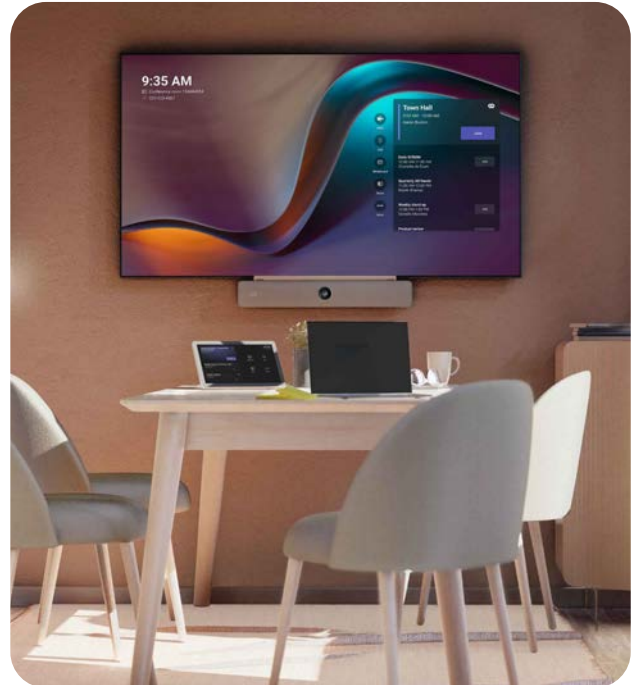
Elevated Teams meetings with certified hardware solutions

Room Bar	Room Kit Pro	Board Pro 55/75	Room Kit EQ	Desk Pro	Room Navigator

Available Q1 2023

Available mid-2023

Meet Huddly Crew, the world's first AI-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.

To learn more, visit: avispl.com/huddly

Smart Collaboration

Solutions for today's hybrid workforce

**Trusted,
single-source
simplicity**

**Future-forward
industry
innovator**

**Global
supply
chain**

**End-to-end
solution
partnership**

ThinkSmart Core + Controller Kit

One SKU to order, one box to open,
one solution to install

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   ■■ Microsoft Teams | zoom | ▶️ Google Meet

Model Shown:
SR598ML3T

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

peerless-AV®

Build high-performing teams with engaging training that sticks

How upskilling existing staff can help meet your demand for top talent

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

Visualization of workflows

Ensuring collaboration toward shared goals

Execution planning and project management

Visualization of plans, designs, and processes as needed

Being able to engage groups of all sizes

Finding ways to have meetings that enable unstructured and organic discussions

Efficient information exchange between teams

Meet your demands for top talent
AVISPL.com/SMART

Download whitepaper
Build High-performing teams with training

AVI SPL®

SMART

EMPOWER YOUR FLEXIBLE WORK STYLES

Yealink

Why Clients Love Yealink?

- **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

MeetingBoard 65&86
Fantastic Meetings On Board

Certified for **Microsoft Teams**   **zoom** Certified
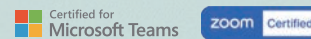
| Integrated Intuitive Whiteboard | Premium AI Audio and Video | Full Device Ecosystem | Fits to All Rooms |

- All-in-One Design
- Native Teams/Zoom Whiteboarding Experience
- Extended PTZ Camera, Wireless Microphone, Touch Panel and Room Panel
- Wireless BYOD & Content Sharing with WPP30
- Windows OPS Module & Andriod OPS Module

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.

Absen   avocor   AVAYA   biamp.   BOSE PROFESSIONAL   CHRISTIE   cisco Partner

CRESTRON   EPSON   Google   Huddly   Jabra GN   legrand | AV

LG Business Solutions   Lenovo   neat.   logitech   newline   Microsoft Surface Hub

Microsoft Teams   peerless-AV   poly   Q-SYS   SAMSUNG   SENNHEISER

SHARP   SHURE   SMART   SONY   Yealink   ZOOM

22Miles	Canon	LibertyAV	Primeview
AKG	Chief	Luxul	RGB Spectrum
AMX	Comprehensive Connectivity	Middle Atlantic	RingCentral
Appspace	ClearOne	MultiTaction	Salamander Designs
Atlas Sound	Crown	Mvix	Sound Control Technologies
AudioCodes	Da-Lite	NanoLumens	SoundCraft
Audio-Technica	dbx	NETGEAR	SurgeX
Audix	Draper	Newline Interactive	Tripleplay
Barco	Extron	Panasonic	Vaddio
Belden	Gefen	Peerless	Windy City Wire
BrightSign	Harman	Pexip	Wiremold
BSS	JBL	Planar	
C2G (Cables to Go)	Korbyt	Premier Mounts	

AVI-SPL is committed to providing outstanding service to our customers and the industries we serve.