



# Infocomm 2023

09 - 15 Jun 2023

Poll results

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- How likely is it that your organization could manage all AV as a single program globally?

# Applied Monitoring



Survey (1/15)

0 2 6

## Which of the following most closely resembles the role your company plays in the market?

Buyer of AV solutions



Integrator of AV solutions



Manufacturer AV products



Consults on AV projects



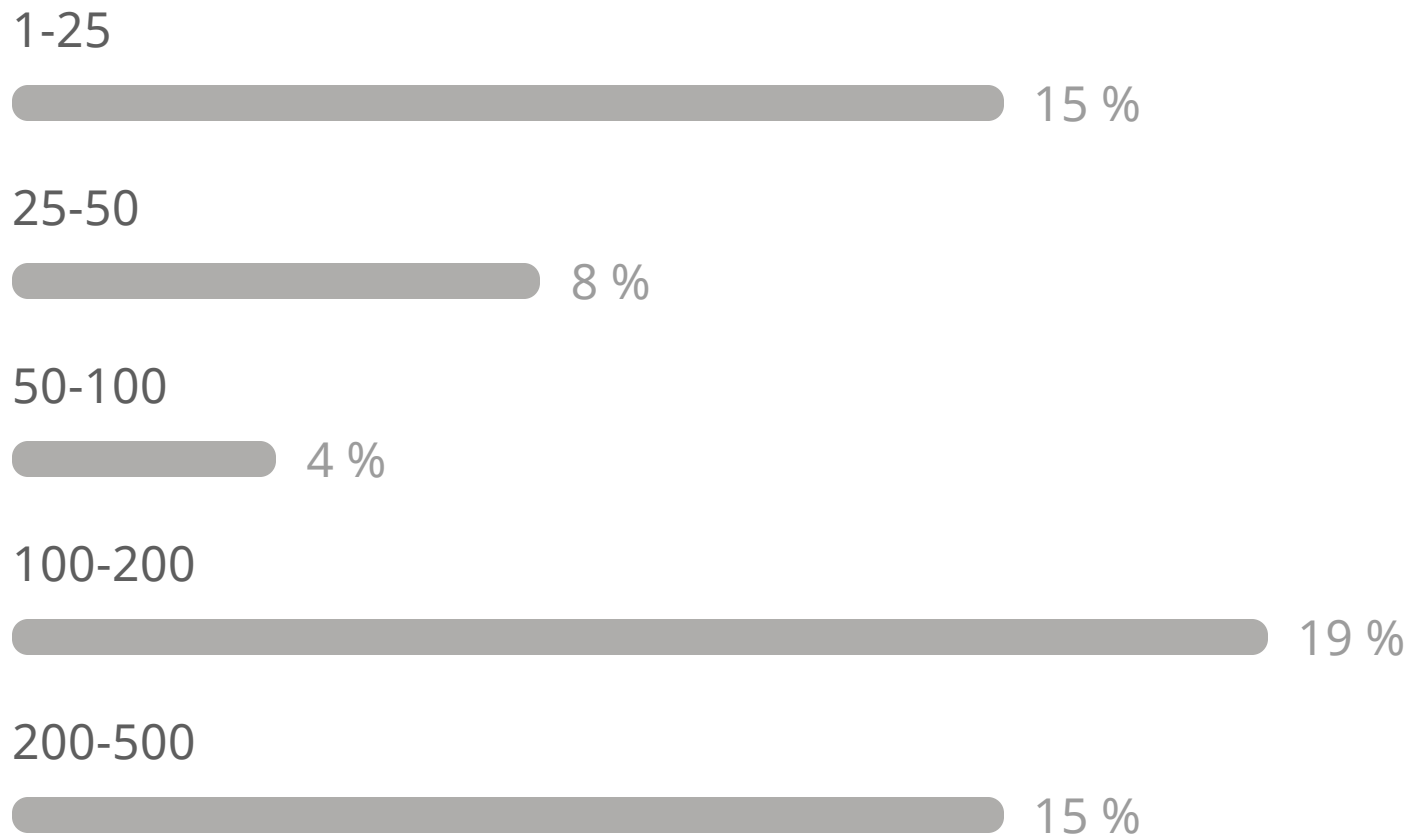
Other



Survey (2/15)

0 2 6

**Roughly how many rooms / systems are you responsible for supporting?**  
(1/2)





Survey (2/15)

0 2 6

**Roughly how many rooms / systems are you responsible for supporting?**  
(2/2)

500-1,000



1,000-2,000



2,000-3,000



3,000-5,000



5,000+

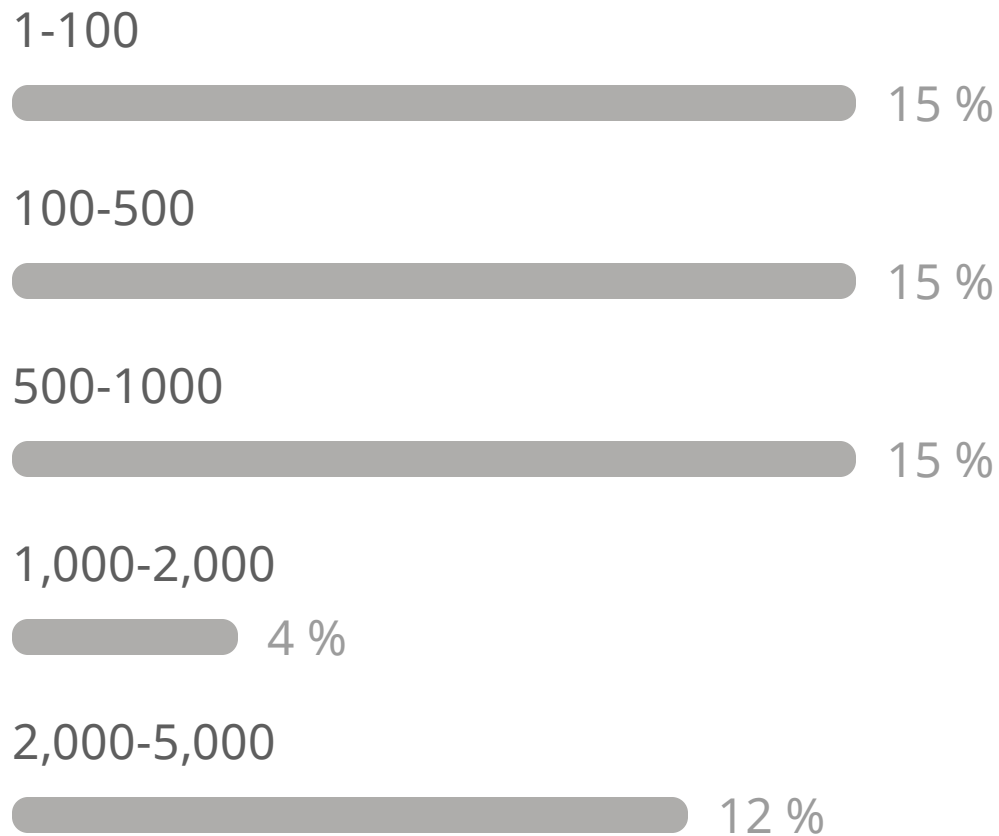




Survey (3/15)

0 2 6

# Roughly how many devices are you responsible for supporting? (1/2)





Survey (3/15)

0 2 6

# Roughly how many devices are you responsible for supporting? (2/2)

5,000-10,000



10,000-15,000



15,000+





Survey (4/15)

0 2 6

## How many of those devices are being actively monitored?

(1/2)

0



1 out of 5



2 out of 5



3 out of 5



4 out of 5





Survey (4/15)

0 2 6

**How many of those devices are being actively monitored?**

(2/2)

5 out of 5

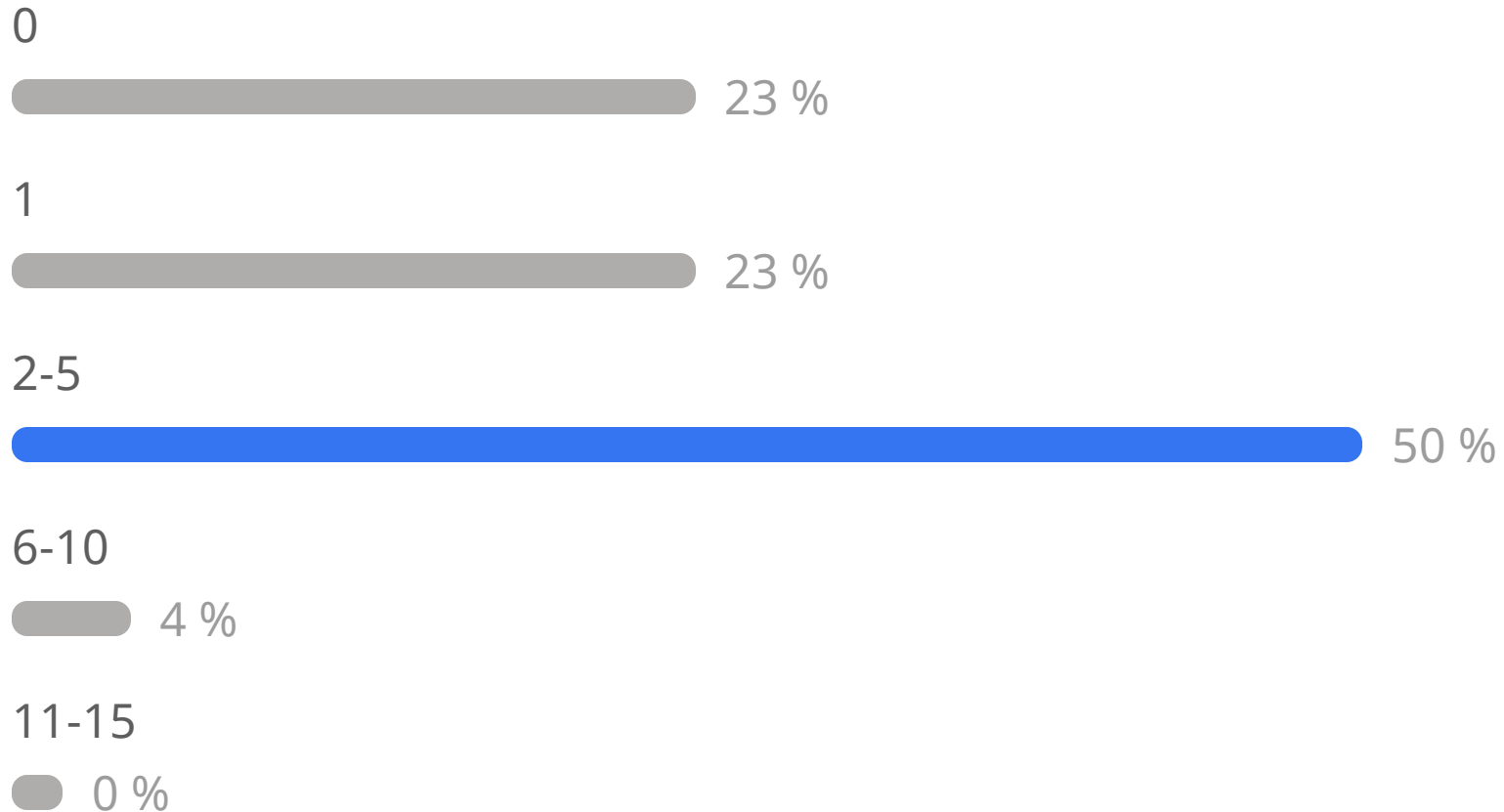
0 %

Survey (5/15)

0 2 6

# How many distinct monitoring tools / data sources are you using for your AV systems today?

(1/2)





Survey (5/15)

0 2 6

**How many distinct monitoring tools / data sources are you using for your AV systems today?**

(2/2)

15+

0 %



Survey (6/15)

0 1 9

**Select each solution you are currently using to gather data for your AV systems.**

(1/5)

Teams Admin Portal / API



Zoom Portal / API



Active Directory / Azure Active Directory



Domotz



XiO Cloud





Survey (6/15)

0 1 9

**Select each solution you are currently using to gather data for your AV systems.**  
(2/5)

Poly Lens



Q-SYS Enterprise Reflect



Logi Sync



Uteology



Vyopta





Survey (6/15)

0 1 9

**Select each solution you are currently using to gather data for your AV systems.**  
(3/5)

VisibilityOne



InnoMesh / InnoPortal



Biamp SageView



Cisco Infrastructure



Poly Infrastructure





Survey (6/15)

0 1 9

**Select each solution you are currently using to gather data for your AV systems.**  
(4/5)

Webex Admin Portal / API



NaviSet Display Manager



Zabbix



OpsRamp



Crestron Fusion







Survey (6/15)

0 1 9

**Select each solution you are currently using to gather data for your AV systems.**

(5/5)

Density.io

0 %

Survey (7/15)

008

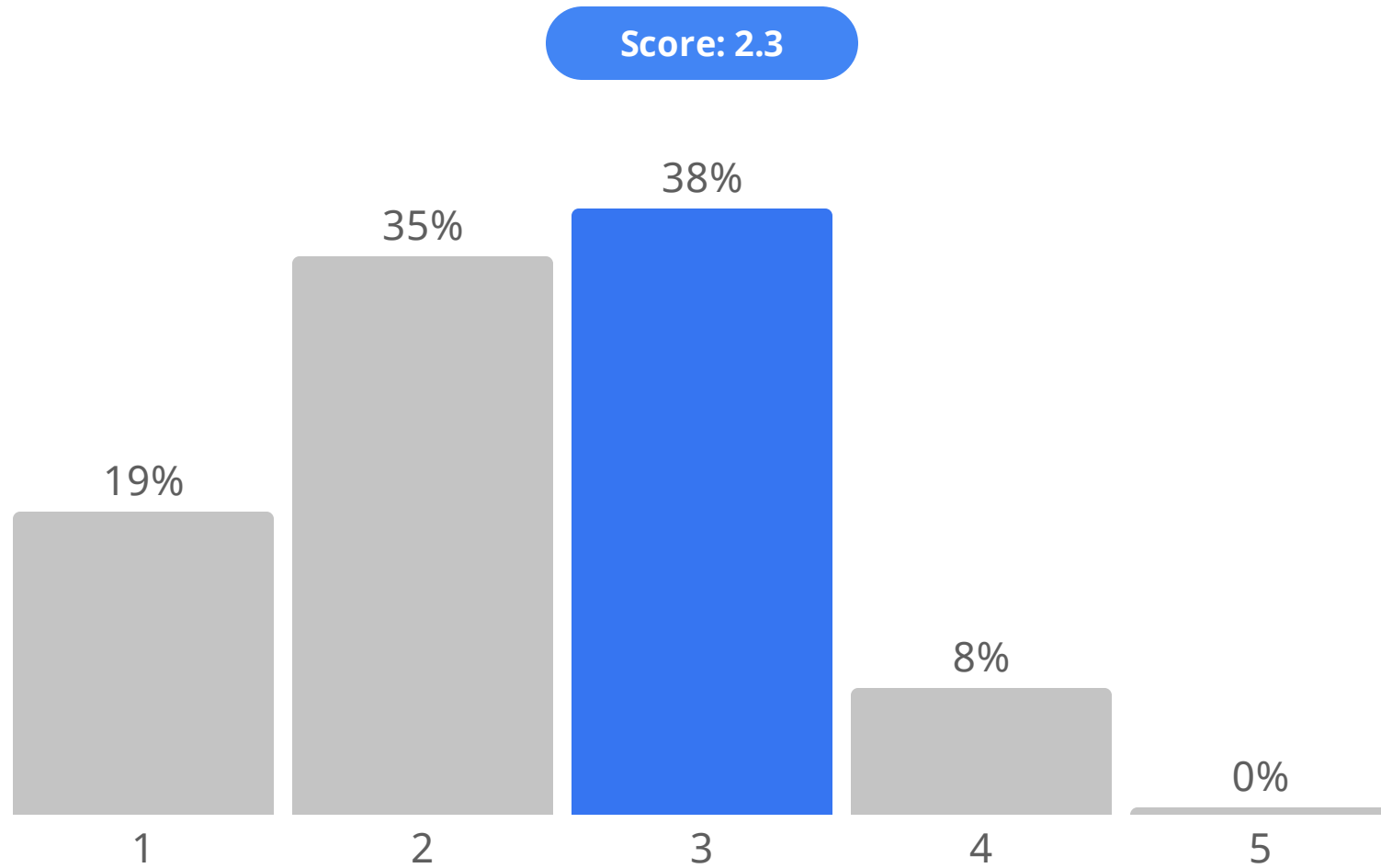
**Did we miss any tools / platforms? If there are others you use, please add them here with commas between them.**

- nil
- Team Pro Management.
- In house solution
- OvrC
- Web interface for middle Atlantic power and vaddio equipment.
- Extron Global Viewer
- Vaddio deployment tool
- Internally developed IP activity monitor

Survey (8/15)

0 2 6

## How satisfied are you with your current monitoring tools and practices?



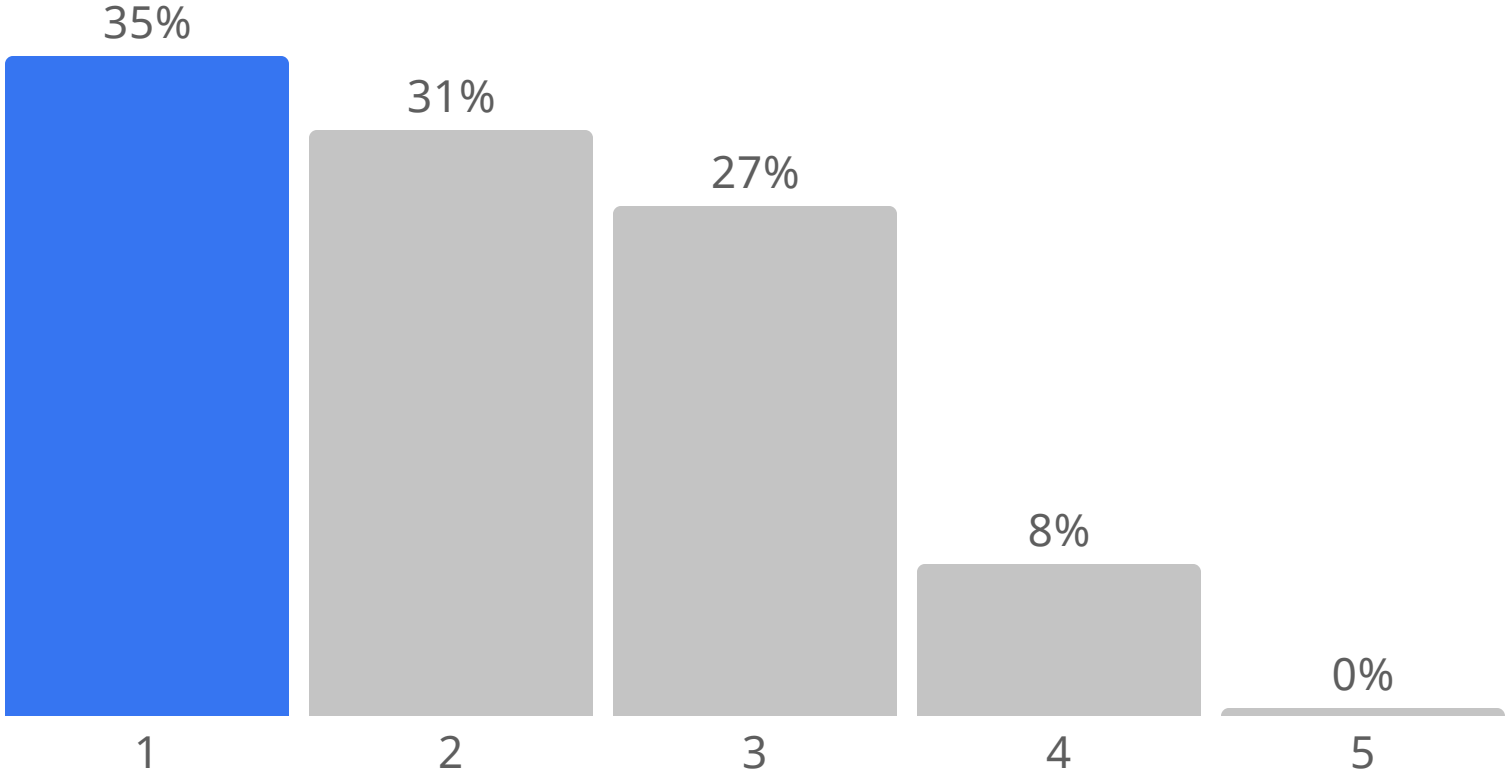


Survey (9/15)

0 2 6

# How would you rate yourself on the completeness of your monitoring practice / implementation?

Score: 2.1

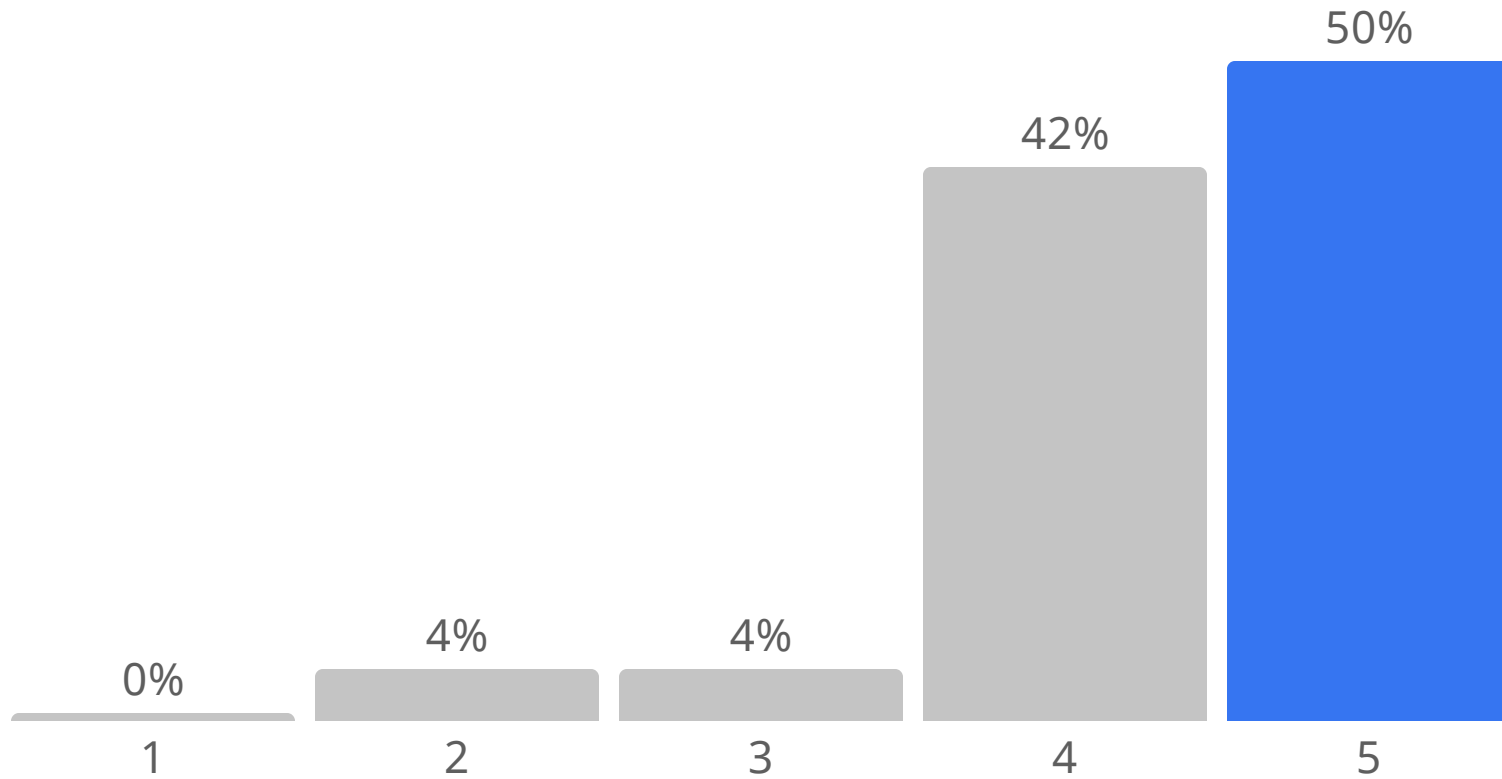


Survey (10/15)

0 2 6

# How important is it to you to implement / enhance your monitoring practice?

Score: 4.4

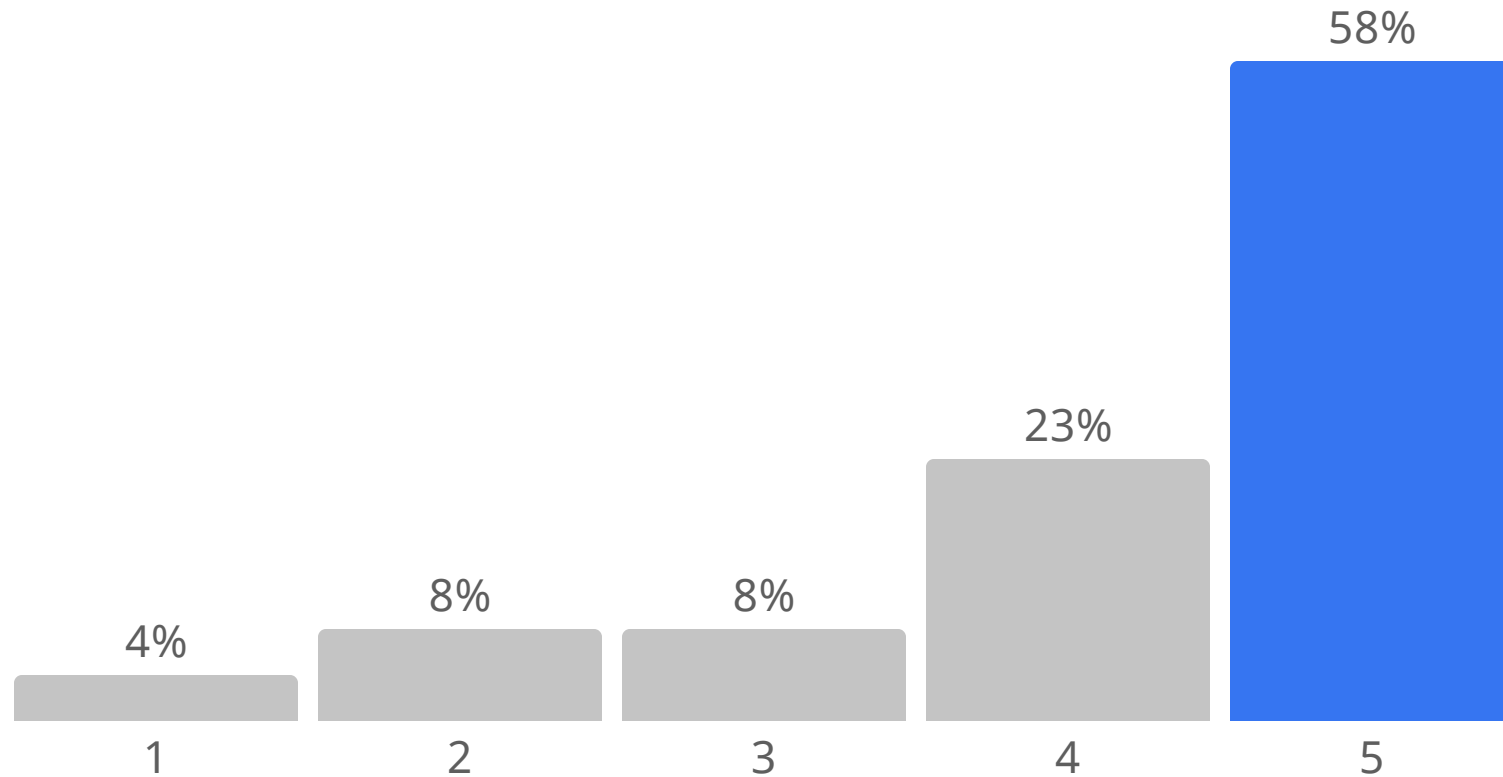


Survey (11/15)

0 2 6

## How important is it to your boss(s) to implement / enhance your monitoring practice?

Score: 4.2



Survey (12/15)

0 2 6

# What is your boss's expectation regarding when the monitoring implementation / enhancement project should be complete?

(1/2)

Yesterday



1-3 months



6 months



1 year



1-3 years





Survey (12/15)

0 2 6

**What is your boss's expectation regarding when the monitoring implementation / enhancement project should be complete?**

(2/2)

Meh, eventually







Survey (13/15)

0 2 6

## Are you seeking a "single-pane-of-glass" monitoring solution for your AV systems?

Yes!



Indifferent



Nope, I'm good with "portal jumping"



NA, I already have one!



Survey (14/15)

0 0 4

**If you already have a single-pane-of-glass, what is the name of that tool?**

- N/A
- Avima
- U-Manage (Utology)
- N/A

Survey (15/15)

0 2 1

## What is the one thing you want to get out of this course?

(1/3)

- Ideas and updates on where we are in this field as a whole and what I need to learn about in order to implement a "single pane of glass" system. I'm new to av and looking to learn!
- New ideas to take back to the team for how to improve our current monitoring processes.
- a monitoring solution understanding
- Add value from my department by offering a valuable resource that gives us some credibility and allows us to be a trusted team within the organization.
- Deeper understanding of what is possible.
- To implement monitoring solutions for our department.
- Deeper knowledge regarding the tools available for monitoring a wide array of devices from

Survey (15/15)

0 2 1

## What is the one thing you want to get out of this course?

(2/3)

standard conference room  
equipment extending all the way  
through professional level live  
Production gear.

- Best practices
- Knowledge and ideas to help springboard my team's direction into monitoring our av implementation globally.
- The single pane of glass
- Get other perspectives on monitoring AV systems.
- Understanding market

trend/direction. Evaluate and discuss manufacturer readiness for monitoring.

- Knowledge to implement AV system monitoring
- Single Pane monitoring to pull Device data and online status
- Options and Strategy for monitoring our systems
- Narrow the scope of tools for monitoring/supporting end users
- Better understanding of options to get different

Survey (15/15)

0 2 1

## What is the one thing you want to get out of this course?

(3/3)

data sources into a single monitoring tool.

- Monitoring skills.
- A better understanding of how to monitor all of my IAV systems
- A proactive approach to identifying issues and making necessary repairs.
- Build a better monitoring system the integrates most of our AV environment
- Knowledge on how to build and

implement the “single pane of glass”

# Creating a Consistent User Experience

## What type of organization are you representing?

0 1 6

Large Enterprise



Small/Medium-sized Organization



University



Integrator



Consultant



Other





## Are your rooms consistent from site to site?

0 1 7

Yes, we have strict standards

 6 %

Meh, we have some guidelines in place

 71 %

No, it's the wild, wild world of AV

 24 %

I don't know

 0 %





## Once turned over to the users, are managing your systems centralized and "easy"?

0 1 6

Yes, our documentation and RMM solutions are next level



Meh...we get by



No. I haven't seen my family in years.



I don't know.





0 1 6

**Do you have a process in place where an improvement or change in system design/configuration/operation could be easily distributed to all AV stakeholders?**

Yes, we have a mature AV program.



Meh, it filters through...eventually



No. is that a thing?



I don't know.



## How do your users access operational information about their systems now?

0 1 2

- Intranet / Helpdesk Knowledge Base
- A laminated quick sheet
- Dependent on where system owner stores pdfs
- There isn't a place.
- I get an email or phone call and may need to go on site
- Email distribution or sharepoint
- In person training before each semester, phone number and email posted in every room
- Succinct quick guide laminated and available in the room.
- they would contact IT support
- Wiki
- Binder in room.
- They call us directly (sadly)



# How likely is it that your organization could manage all AV as a single program globally?

0 1 7

Score: 3.8

