# Service Overview
Smart Monitoring

From Separate Systems to being in Control

An ever increasing amount of a knowledge workers time is spent in meetings. Collaboration technology is mission critical in the modern workplace. Dealing with the complex issue of managing AV and collaboration equipment can be highly time consuming and stressful. But it doesn't have to be. Smart Monitoring removes the need to deploy multiple monitoring solutions across an AV estate. We provide actionable insights, automate time consuming routine tasks and keep you ahead of AV issues. This leaves you time to do what you do best, managing the IT estate effectively.

Display

Touch Panel

Smart Monitoring

IoT

Camera
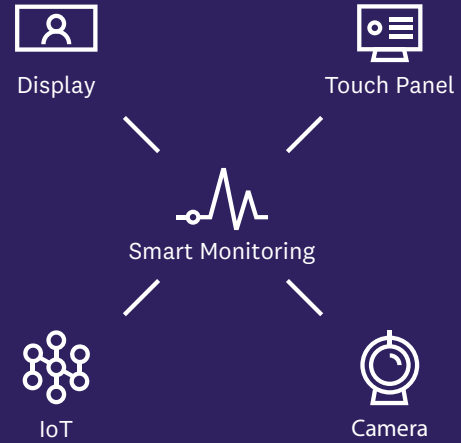
Enable People
Boost user confidence and AV equipment. Proactive monitoring helps create predictable conditions for the user where the equipment just works.

Business Continuity
Smart Monitoring supports more device types than any other monitoring tool. Mitigate risk for a reliable environment and consistent end user experience.

Cost control
Reduce unneccesary human intervention in repetitive tasks and lower overheads. Redirect resources to focus on improving the bottom line and user satisfaction.

Situational Awareness
A single source of data to monitor the AV environment at a global and local level. Understand the root cause of issues and effectively deploy service resources.

Room utilization
Identify the amount of time or a way in which a specific asset is being used. Redeploy or enhance existing facilities to better meet organisational needs.

Estate Planning
Understand any weaknesses in AV environment design and provide context for future investment decisions such as space allocation or even travel policy.

Kinly

Smart Monitoring: Features Summary

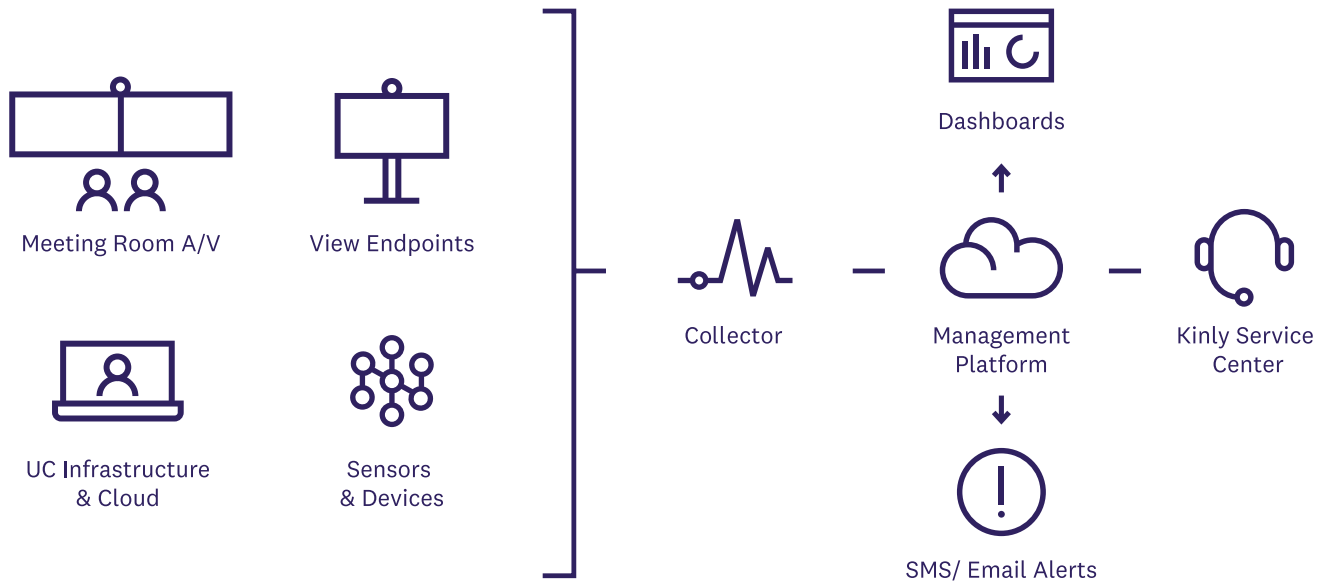| Features	Description
Monitoring Profiles	• Availability – Health and Peripherals Status • Utilisation – Call presence and occupancy • Information – Software version, serial, models • Call Quality – Gain insight into user experience with transport quality metrics if supported by hardware (Cisco Polycom today, MS road mapped)
Automated Service Integration	• Event Based integration to service cloud • Direction for incidents, problems and changes • Automated alerts sent to identified key contacts to ensure proactive remediation
Self-Service Analysis	• Live and historical dashboard • Historical reporting

Smart Monitoring: Specification

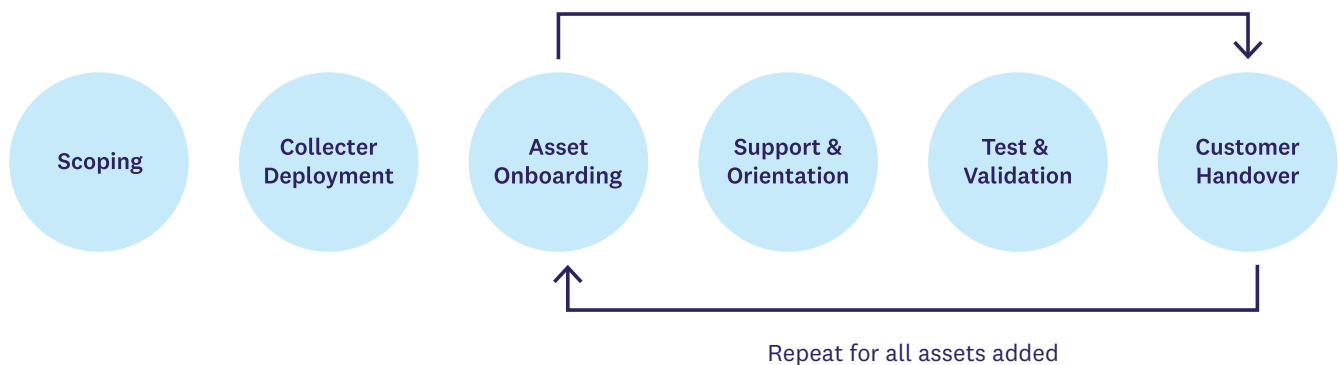| Specification Summary	Description
Layered Global Infrastructure Design	• Outbound only connection with mutual SSL authentication from on premise data collector to Kinly cloud infrastructure • Masters in primary Kinly Cloud – Maintains configuration • Satellites in regional Kinly Cloud – Collector receiver • Collector on customer LAN – Monitors products Security
Security	• Mutual SSL Authentication between layers • Source and Destination port and IP address network access • Outbound only from Collector to Satellite • Hosting platform – ISO27001, ISO27017, SOC2, CSA • SSL certificate encrypted communication, and encrypted data storage • GDPR compliant
Resiliency	• Clustered Masters & Satellite deployment – Ensures global, regional and local resilience
Deployment	• ESXi Deployment – v6+ • Dynamic size requirements based on monitored assets
Compatibility	• Supports main manufacturers such as Cisco, Microsoft, Crestron, NEC • Supports video endpoints, integrated AV rooms, on-premise UC infrastructure, 3rd party data integrations

Supported Devices

Endpoints	UC Infrastucture	Audio Visual	Microsoft
Cisco SX series	Cisco VDX	Creston	TRS
Cisco MX series	Cisco UCM	Sony	SRS
Cisco TX series	CMM	NEC	
Cisco IX series	Cisco TMS	Samsung	The full list of supported products is available at
Cisco CTS series	CMS	Barco	**www.kinly.com/smartmonitoring/supportedproducts**
Cisco MXP	PEXIP	Biamp	
Polycom Group		Mersive	
Polycom HDX		QSys	
Polycom Trio		LG	

Smart Monitoring: How it works

Meeting Room A/V

View Endpoints

UC Infrastructure & Cloud

Sensors & Devices

Collector

Management Platform

Kinly Service Center

Dashboards

SMS/ Email Alerts

1. Collector is deployed on premise
2. Assets are monitored and constantly polled, information is sent to collector
3. Incidents and issues identified are captured and transferred to the service management engine (Service Now)
4. 1st notification resolved/actioned

Smart Monitoring: Onboarding Flow

Scoping

Collecter Deployment

Asset Onboarding

Support & Orientation

Test & Validation

Customer Handover

Repeat for all assets added

1. Kinly project management team scope the project and execution, including the identification of assets to be monitored
2. Kinly Smart Monitoring Collector is deployed on premise
3. Assets are logged and mapped to the Kinly Smart Monitoring system
4. Responsibility for deployment moves from project team to Kinly operations
5. Operational testing and validation checks
6. Handover of live and fully validated system to customer

Kinly is continually evolving our monitoring product. We meet the needs of an expanding customer base and innovation in meeting room products. Our monitoring solution will be expanded to ensure a consistent service and user experience.

New monitoring modules and functionality are continuously developed and deployed.

About Kinly

At Kinly, we think working together is the most exciting thing in the world. For us it does not stop with technology. We will be there every step of the way to help you work smarter, in different places and spaces. Our reliable and supportive teams will help you plan, build, support, manage and optimize your collaboration spaces and places. We call this the collaboration lifecycle. We care for and work with our clients from start to finish.

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