

Service Overview Kinly Smart Monitoring

Move from reactive support to proactive management

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.

Our **Smart Monitoring managed service** focuses on identifying and fixing issues before they affect asset or room availability. Our skilled team are notified when an issue arises and take fast appropriate actions to resolve the incident and return conditions to a fully working state.

Enable People

Boost user confidence in AV equipment. Proactive management helps create predictable conditions for the user where the equipment just works.

Business Continuity

Create a reliable environment and consistent end user experience. Our 24x7 proactive events management and incident resolution keeps your AV environment up and running.

Focus Resources

Unburden busy IT departments from repetitive tasks and lower overheads. Redirect resources to focus on improving the bottom line and user satisfaction.

Situational Awareness

We provide the data to understand the AV environment at a global and local level. Understand the root cause of issues and effectively deploy service resources.

Room utilization

Analyse 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

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

Smart Monitoring: Managed Service Summary

Service Elements	Description
24x7 Proactive Maintenance: Proactive Fault & Connectivity Detection	<ul style="list-style-type: none"> 24 hrs x 7 days Proactive detection of faults for rooms availability and health monitoring with automatic alerts for incident management
24x7 Proactive Maintenance: Events Mapping Management	<ul style="list-style-type: none"> Proactive detection of events with automatic alerts for incident management based on Support Service level to device level
Smart Reporting: Hardware Asset Management	<ul style="list-style-type: none"> Live update of asset information to support accuracy of CMDB
Smart Reporting: System Utilisation & Call Quality	<ul style="list-style-type: none"> Conference Call and Call control utilisation and quality monitoring for video system service
Smart Reporting: Data Trend	<ul style="list-style-type: none"> Real time and historical reporting provided on a live customer dashboard with trend analysis features

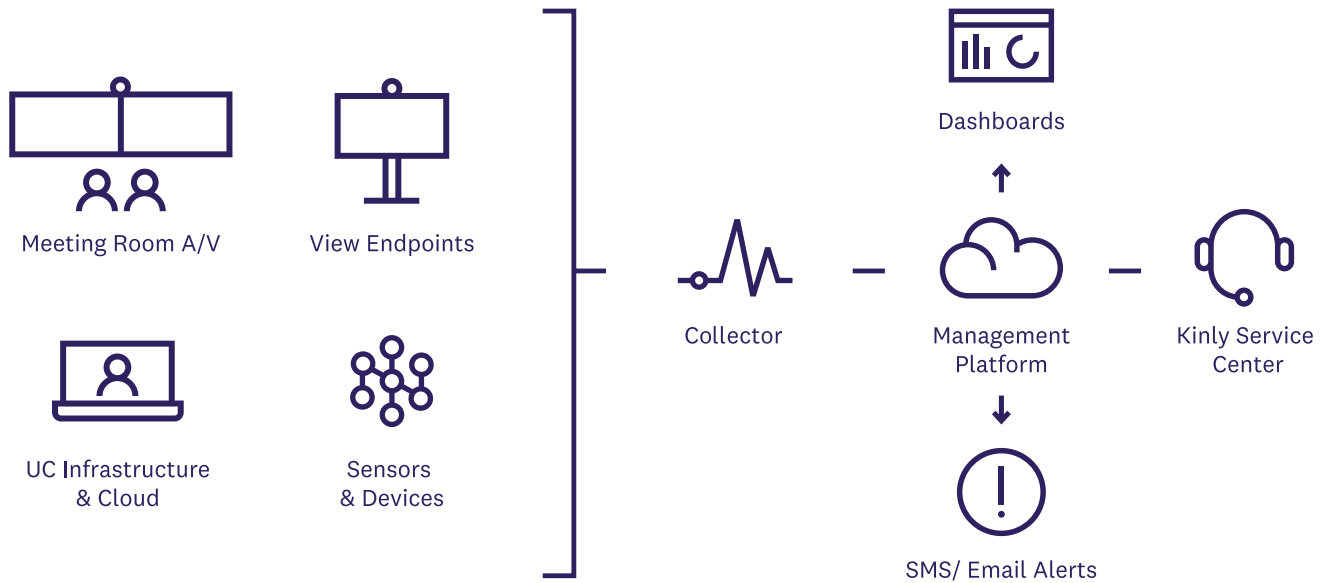
Smart Monitoring: Technical Specification

Specification Summary	Description
Layered Global Infrastructure Design	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> Clustered Masters & Satellite deployment – Ensures global, regional and local resilience
Deployment	<ul style="list-style-type: none"> ESXi Deployment – v6+ Dynamic size requirements based on monitored assets
Compatibility	<ul style="list-style-type: none"> Supports main manufacturers such as Cisco, Microsoft, Crestron, NEC Supports video endpoints, integrated AV rooms, on-premise UC infrastructure, 3rd party data integrations

Smart Monitoring: 24x7 Proactive Fault Detection – Device Coverage

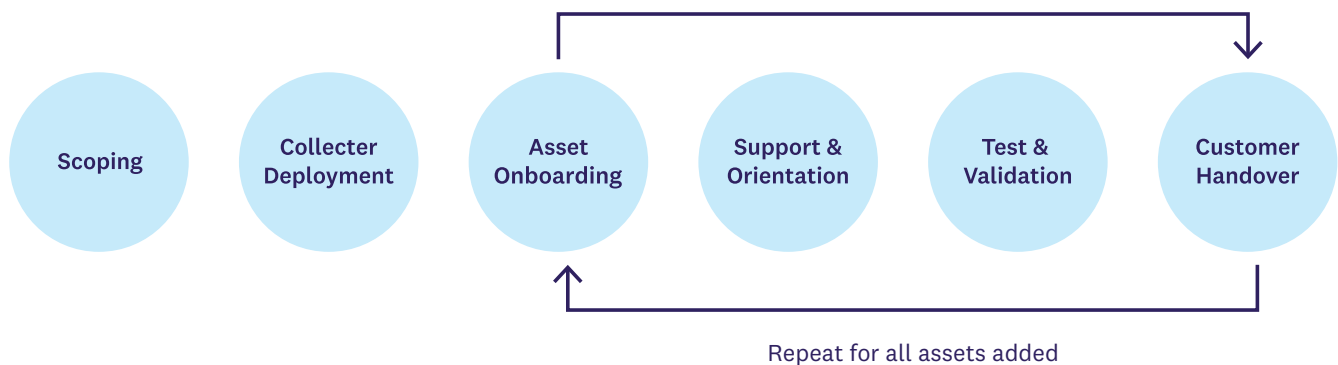
Endpoints	UC Infrastructure	Audio Visual	Microsoft
Cisco SX series	Cisco VDX	Crestron	TRS
Cisco MX series	Cisco UCM	Sony	SRS
Cisco TX series	CMM	NEC	
Cisco IX series	Cisco TMS	Samsung	
Cisco CTS series	CMS	Barco	
Cisco MXP	PEXIP	Biamp	
Polycom Group		Mersive	
Polycom HDX		QSys	
Polycom Trio		LG	

Smart Monitoring: How it works



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 and managed as per SLA agreement
4. 1st notification resolved/actioned

Smart Monitoring: Service Enablement



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

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.

Contact us

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