

Case Study

Leading Global Multimedia and Experiences Company

The Background

The leading media and entertainment company, known for its groundbreaking content and unparalleled storytelling, has been a strategic partner of Kinly since 2006. This enduring collaboration has evolved into a comprehensive, multi-vendor engagement that spans various facets of the customer's IT, collaboration, and AV landscape.

The Impact & Results

Enhanced User Experience: Elevated customer service, optimized engagement, and productivity through standardized video communications.

Global Collaboration Rooms: Enabling consistent collaboration experiences worldwide, unifying dispersed teams seamlessly.

Operational Efficiency: Streamlined management and monitoring, reducing downtime and enhancing support services.

Innovative Technology Adoption: Embracing new technologies to meet evolving customer demands and stay at the forefront of industry advancements.



Problem Statement

In the landscape of managed collaboration services, the global multimedia and experience company encountered a series of intricate challenges that demanded innovative solutions and expert intervention to navigate effectively:

Global Infrastructure Complexity

Managing over 2,500 rooms across 133 countries with diverse collaboration spaces posed logistical challenges in ensuring seamless service delivery and technological coherence across borders.

Technological Integration Hurdles

Incorporating advanced audiovisual technologies, conferencing systems, and collaboration tools across a vast network required meticulous planning and execution to achieve optimal functionality and user adoption. Flexible to meet the needs multiple platforms and integrated companies while maintaining a standard for continuity of end-user experience.

Operational Support Demands

Maintaining 2,500 rooms and supporting a large user base necessitated responsive on-site assistance, proactive monitoring, and efficient troubleshooting to prevent disruptions and ensure smooth operations globally.

Strategic Governance Needs

Overseeing multiple large-scale projects with precision and governance was imperative for overall project success and alignment with organizational objectives amidst a complex operational environment.

Rapid Training Deployment Challenges

Enabling thousands of Teams Meetings users within a tight timeframe called for agile training strategies, multilingual support, and comprehensive user onboarding to accelerate adoption and maximize system utilization effectively.

Addressing these multifaceted challenges required a partner with specialized expertise, a proven track record in managed collaboration services, and a commitment to delivering tailored solutions that align with the customer's strategic goals and operational imperatives.



SECTOR
**MEDIA AND
ENTERTAINMENT**



LOCATION(S)
GLOBAL



SOLUTION
**MANAGED
SERVICES**

Services Provided:

- Managed Services
- Help Desk and Support Services
- Monitoring (proactive)
- Management
- Staffing
- Enterprise software implementation and maintenance
- Technology Road mapping (hardware, software, and cloud services)
- Hardware installation and relocation
- Design and Engineering Services
- AV Integration and Maintenance Services
- Project Management
- Program Management
- Asset Management
- Reporting and Analytics Dashboards
- End User Training
- Change Management
- Corporate Messaging
- Certified Video Interoperability Assessment and Readiness Planning

Why Kinly?

Bringing people & technology together for better productivity wherever the work happens — because great things happen when people work together.

Solutions Implemented:

OEMs:

- Cisco
- Pexip
- Zoom
- Microsoft Teams
- Appspace
- Vyopta
- Crestron

UCC Initiative:

- Over 2,500 rooms across 133 countries transformed into cutting-edge collaborative spaces.
- Deployment of Cisco conferencing devices and migration of Webex and Zoom to Microsoft Teams.

Diverse Room Configurations:

- From executive meeting rooms to Town Hall spaces, multimedia locations, and events, catering to varied meeting and creativity needs efficiently.
- Standardized meeting room formats across EMEA and APAC regions for consistency and ease of use.



Project Scope and Achievements:

Long-standing Partnership: Initiated with a comprehensive needs assessment in 2006, expanding to an enterprise-level collaboration covering numerous UC&C aspects.

Enterprise-level Support: Designing, implementing, managing, refreshing, and maintaining diverse collaboration solutions across the customer's global footprint.

International Deliveries: Successful implementation in the UK, France, Germany, Australia, Japan, and beyond, showcasing global service capabilities.

Continuous Improvement: Collaborative efforts to enhance end-user experiences, evidenced by positive feedback and objective metrics.

Large-scale Deployment: Managing over 60,000 end-user collaboration devices, supporting thousands of video calls daily across 2,500 rooms and 133 countries

Future Roadmap:

Kinly's ongoing commitment to innovation and excellence continues to drive the success of the partnership with the leading media and entertainment company. Through a shared vision for technological advancement and seamless collaboration, the collaboration sets a benchmark for industry-leading managed services and transformative solutions.