

Intelligent support and operational control for every collaboration environment

Great workplace experiences depend on two things. Users getting help the moment they need it and technology performing reliably behind the scenes. VIP Suite brings both together in a connected platform that combines digital user assistance with AI-powered operational intelligence.

By connecting users, rooms, devices, platforms, and support teams, we help you reduce disruption, improve uptime, and simplify the management

of modern collaboration environments. Powered by data, AI, and automation, we enable faster issue resolution, proactive operations, and a more consistent experience across every space.

Whether supporting users in the room or providing visibility across complex multi-vendor estates, VIP Suite enables you to maximize performance, reduce operational effort, and maintain control on a global scale.

The Suite



Providing instant, room-aware support through QR code access or dedicated in-room tablets, enabling guided self-service, AI-powered assistance, and direct escalation to live experts.



Delivering predictive monitoring, automated remediation, operational visibility, and intelligent event management across collaboration platforms, devices, and environments.

How VIP Suite Works

Support

Immediate user assistance through AI-guided self-service, room-aware support, and direct access to expertise.

Monitor

Continuously monitoring devices, rooms, platforms, and services to identify issues before users are impacted.

Automate

AI-powered workflows reduce manual effort through intelligent alert correlation and automated remediation actions.

Improve

Operational intelligence helps you identify trends, optimize performance, and continuously enhance the user experience.



The Tools



AI-powered user assistance



Automated remediation



QR code and tablet-based support



Event correlation and prioritization



Guided self-service workflows



Unified operational dashboard



Live expert escalation



Real-time visibility and analytics



Integrated incident management



Enterprise workflow integration



Predictive monitoring



Multi-vendor platform support



Benefits



Resolve issues faster



Optimize uptime and reliability



Enhance user experiences



Minimize support effort



Reduce meeting disruption



Strengthen operational control



Maximize technology adoption



Increase visibility across environments

Why Kinly VIP Suite?

Connecting Users and Operations

Combining frontline user assistance and proactive operational management within a single connected platform.

Empowering Every User

Providing immediate access to intelligent, room-specific support without the need for specialist knowledge or technical expertise.

Built on Operational Intelligence

Leveraging AI-powered monitoring, event correlation, and automation to identify issues early and reduce disruption.

Supporting Complex Environments

Maximizing visibility across rooms, devices, collaboration platforms, and workplace technologies through a unified operational view.

Designed to Reduce Friction

Guiding users to resolution quickly while helping support teams focus on the incidents that matter most.

Scalable by Design

Supporting global, multi-vendor environments with consistent experiences, governance, and operational control.

