

case study

Delivering seamless meeting experiences across every room

The background

As part of a major office refurbishment and relocation to Bjerke, Rikstoto wanted to seize upon the opportunity to rethink its meeting room technology. While it was already receiving As-a-Service support, the existing meeting rooms did not provide a reliable or consistent experience.

This became clear early on. The very first Teams meeting between Rikstoto, Orange Business and Kinly took place with three Rikstoto employees in a meeting room, connected via a single laptop, because the installed room equipment was not functioning correctly.

Initially, Rikstoto considered continuing with a Bring Your Own Device (BYOD) approach. However, it acknowledged that this model does not always support high quality meetings and were therefore open to exploring best practice alternatives that would better support hybrid collaboration. Orange Business invited Kinly into the dialogue to help design a future proof solution that could support different room types while still offering a consistent user experience across the organisation.



The solution

Kinly proposed moving away from BYOD towards a fully standardised Microsoft Teams Rooms setup, designed on core pillars of ease of use, flexibility and long-term operability.

At the core of the solution was Logitech, selected for its end-to-end meeting room ecosystem and ability to support multiple requirements within a single, cohesive platform:

- Integrated and discreet room installations, with fixed and recessed solutions, including ceiling mounted microphones, ensuring optimal audio quality without clutter
- Different room sizes and use cases, all delivering the same user experience, even when the underlying equipment was tailored for the room.
- Flexibility to connect a personal laptop, allowing users to run other video conferencing platforms when needed, not just Microsoft Teams
- Simple operations, with central administration and monitoring to support IT and ensure rooms are always meeting ready.

A key recommendation was the introduction of dedicated table mounted touch panels with a one touch *Join* button, enabling users to start Teams meetings instantly without the need for cables or a technical setup. This approach provided a predictable and familiar experience in every room, regardless of who was hosting the meeting.

While Logitech was already a known brand for Rikstoto, confidence grew significantly through Kinly's guidance and solution demonstrations. A visit to Kinly's offices proved to be a turning point, as Rikstoto experienced the setup live in a real meeting room environment. At that point, the direction became clear: *this was the experience Rikstoto wanted in its new offices.*

After several procurement and financial review rounds, all key stakeholders, including purchasing, approved the solution.



SECTOR
ENTERTAINMENT



LOCATION(S)
OSLO, NORWAY



SOLUTION
AUDIO VISUAL
INTEGRATION

The result

Beyond the technology itself, the project built strong internal trust. Users quickly became confident in the rooms and Rikstoto gained multiple internal ambassadors for the solution. Notably, the procurement team has been among the most vocal supporters, highlighting both the quality of the final setup and the smooth, transparent process from start to finish.

The outcome exceeded expectations. Rikstoto now benefits from:

- Consistent and intuitive meeting rooms, regardless of room size
- High quality audio and video through professionally integrated Logitech solutions
- Optimised interoperability, allowing the use of Teams or alternative video platforms, when required
- Reduced complexity for users and simpler management for IT through central monitoring.

Why Kinly?

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

