Managed Service Provider

Using Data to Decrease Downtime of Collaborative Workspace Technology.

Today's businesses face significant challenges in managing their workplace technology infrastructure. Strategic projects often fall behind as IT departments deal with unpredictable user device and meeting room technology issues. Each minute of user downtime is lost productivity.

Mechdyne's Managed Service Provider

A Managed Service Provider (MSP) provides access to skilled audiovisual and IT professionals at a predictable cost, offering high-quality support and a proven track record of success. Outsourcing to or adding supplemental technology support from a disciplined MSP reduces labor costs and allows companies to focus on their core business, improving overall performance and increasing technology reliability. Mechdyne's proactive approach to local and remote support uses data to identify and address potential issues before they cause any disruptions.

During a recent project, our team took on responsibility for 500+ Zoom Rooms within the campus of a major energy company. Mechdyne Audiovisual Services Manager Arturo Leon states, "It was a massive undertaking. Our team was tasked with installing and connecting the Zoom tecnology to owner-furnished PCs. Then we would provide ongoing support for all of them once they were operational." What should have enabled an increase in user productivity actually resulted in frustrated users and abandoned collaboration rooms. The Zoom Room investment was not paying off.

The team faced initial performance problems in the Zoom Rooms; the furnished PCs driving the Zoom Rooms were laden with security features that caused network connectivity issues. PCs would freeze. Updates would drop connections, resulting in many incident tickets.

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"Each room seemed to come with its own set of problems, and we were inundated with incident tickets—sometimes even more tickets than rooms," according to Leon. "However, our team effectively addressed these issues by leveraging automation tools, which allowed us to identify common problems and implement solutions swiftly. Our automated tools were designed to streamline data capture with incredible speed and accuracy." Arturo Leon said, "These tools allow us to identify the most common issues plaguing Zoom Rooms swiftly. Armed with this data, we dove headfirst into finding solutions." So even though the Mechdyne team was not responsible for the software-related issues, they helped mitigate the issues through data and collaboration.

Through rigorous root cause and data analysis along with collaboration with the client, Mechdyne technicians managed to mitigate the issues significantly. From an overwhelming number of incident tickets, we brought it down to an average of just 20 per month for all 500+ rooms. Utilization data also led to some rooms being repurposed. The team now proudly supports 483 Zoom Rooms across this large corporate campus today. Leon explains, "With the systems now stable and reliable, user satisfaction has soared. People once again trust the Zoom Rooms for their meetings and presentations. It's a testament to our team's dedication and the power of leveraging advanced technology to deliver reliable solutions."

A trusted MSP partnership enables businesses to navigate the complexities of collaborative technology infrastructure. Gathering data before acting allows for root cause analysis, leading to better, lasting solutions, not band-aids.
A commitment to user satisfaction benefits an organization because technology-enhanced workspaces are utilized more often, improving collaboration, results, and return on investment.

Mechdyne analysts collaborated closely with other departments—network and desktop support—to pinpoint the root causes of these issues.

A plan was made to proactively check every single room at least once a week to gather more data that would lead to a permanent solution.
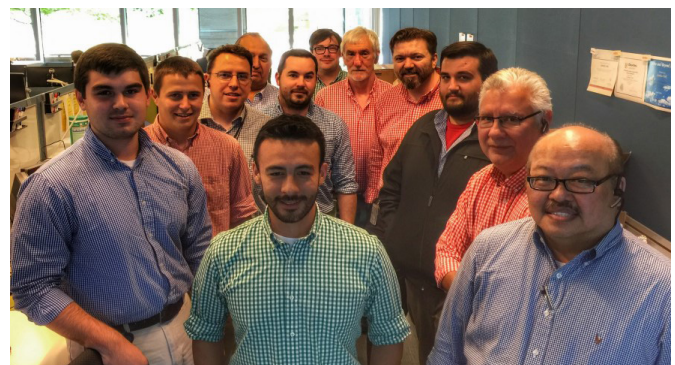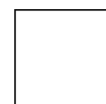

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About Mechdyne Mechdyne is a global technology leader in a diverse set of solutions at the intersection of IT and audiovisual technology. Mechdyne's 100% US-based IT professionals offer support including an ITIL best practices driven service desk, infrastructure management, and cybersecurity to increase efficiency and productivity.

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