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cyviz

Return on Investment: Amplified

Cyviz Display Control Platform V5 is the world's first standardized, configurable and future-proof software solution for multi-purpose collaboration systems.
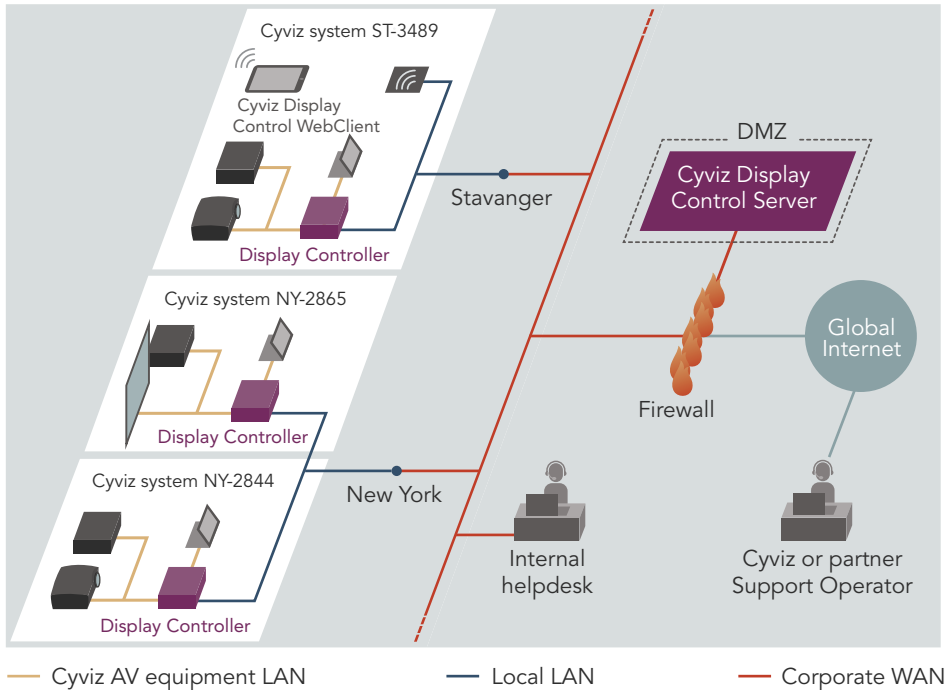
cyviz / Display Control Platform V5

Historically, control systems for meeting rooms and collaboration environments have been developed for each specific system, creating unwieldy support situations—and the costs for maintaining and upgrading only one control system at a time quickly escalate.

Now, after 5 years' hard work and innovation, Cyviz has created an upgradeable control system: the Cyviz Display Control Platform V5. So every hour we invest developing improvements and enhancements benefits all our customers. The low cost of upgrading finally allows our customers the opportunity to give its users a consistent experience— across all rooms and over time.

Cyviz Display Control Platform Architecture

Cyviz system ST-3489

Cyviz Display Control WebClient

Display Controller

Stavanger

Cyviz system NY-2865

Display Controller

Cyviz system NY-2844

New York

Display Controller

DMZ

Cyviz Display Control Server

Firewall

Global Internet

Internal helpdesk

Cyviz or partner Support Operator

— Cyviz AV equipment LAN   — Local LAN   — Corporate WAN

Operate

V5 sets a new standard for function-rich, ease-of-use collaboration. Our intuitive and touch-centric user interface enables all users to operate a Cyviz room. The browser-based Display Control WebClient lets multiple users simultaneously operate Cyviz rooms from their own devices. Seamless integration with Microsoft Active Directory® gives users a personalized experience, making it even more rewarding to operate a Cyviz system.

Manage

V5 offers a centralized, web-based server for Cyviz system management. With critical information automatically collected, the Control Server provides an overview of systems, technical equipment, software versions, backup of configuration files, geographic location and system importance. Support for monitoring over SNMP makes the Cyviz Display Controller compatible with industry-leading management software tools.

Monitor

Cyviz Display Control Server V5 will keep an eye on all of your Cyviz systems, and critical components are monitored to verify that systems are ready for use. Those cases in which they are not, the Control Server will notify operators to correct the fault before it causes a problem. With advanced monitoring offering the data necessary to create an optimal plan for preventive maintenance, Cyviz systems offer market-leading "up-time" and stability.

Diagnose

V5 is designed to reduce time and resources spent identifying the causes of systems faults. It includes a browser-based tool that gives support operators two-way communication with Cyviz Display Controllers. Our access-controlled diagnostic tool offers full entry to all parts of the control system. Communicating directly with specific devices, our team of support operators can perform debugging efforts using a service camera for visual inspection and scrutinize detailed control system logs for exceptions.

Support

V5 gives help desk staff everything they need to support users of Cyviz systems. A complete portfolio of remote support capabilities has eliminated the need to be on-site to help in difficult situations. As both user and support operator can see what is happening on the control system, miscommunication is minimized and the traditional split between support and training is eliminated. With V5, helping and training users now costs only a fraction of what it would compared with traditional tools and methods.

Measure

Through V5, IT and support managers can measure the impact Cyviz systems are having on the organization. Graphically represented statistical data—for usage levels, utilization patterns, penetration of video conferencing, power consumption and more—enables managers to identify issues and allocate resources to improve the use and perception of Cyviz rooms. The Cyviz Display Controller can be configured to ask users for feedback, which can be compared with the integrated Service Journal to analyze if your support and service effort have the desired effect.

Please contact us at sales@cyviz.com and we'll help you find a partner in your area.
www.cyviz.com

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