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ENHANCING AV FLEET PERFORMANCE FOR THE LARGEST SEARCH ENGINE ORGANIZATION

As companies go global, they're up against the tough task of handling their AV setup, apps, and services effectively despite the differences in locations and time zones.

Streamlining AV support processes is tough because it's hard to establish standard rules and tools for managing these varied environments that span across several countries. On top of that, constantly advancing technology makes the challenge even bigger.

So we can all agree that managing a global AV fleet is a complex task. Balancing equipment deployment, maintenance, and upgrades across locations requires careful planning. However, the true challenge is ensuring high availability and uptime for businesses. At Astreya, our focus is on delivering reliable systems, services, and infrastructure that meet user and customer needs. The organization behind the largest search engine faced these challenges and sought our standardized solution for global service excellence. And we're glad they did.

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Here's the story.

Imagine running the world's largest search engine with billions of users relying on your services. That's exactly what our client does. To deliver their value daily, they have to collaborate, requiring an extensive AV fleet of over 16,000 rooms across multiple globally dispersed locations, making sure their audiovisual services are always available and functioning at their best. That's where we come in. We were tasked with providing a global managed service solution that would guarantee maximum uptime for their AV services.

BUSINESS PROBLEM
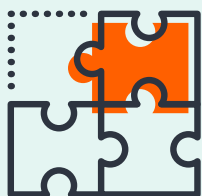
The client needed a comprehensive AV management solution that would effectively support their global AV fleet, enabling seamless operations and minimizing downtime. Their challenges encompassed:

Managing a huge Global AV fleet: With over 16,000 AV rooms spread across different countries, the client required a solution that could effectively manage their extensive AV infrastructure on a global scale.

Maintaining maximum availability and uptime: The client aimed to optimize the availability and uptime of their AV services to ensure uninterrupted operations and enhance user experience.

THE SOLUTION: AV Managed Services by Astreya

The collaboration between our client and Astreya resulted in significant benefits for the client's AV fleet:

Increased growth in AV fleet: With the implementation of Astreya's AV managed services, the client witnessed a remarkable 35% growth in their AV fleet, expanding it to over 27,000 rooms globally. This increase in capacity allowed the client to meet the growing demand for AV services across their organization.

Efficient ticket resolution: Astreya's expertise and proactive approach led to the successful resolution of over 150,000 AV tickets every year. This efficient ticket management system ensured timely support and swift issue resolution for the client's AV users.

Comprehensive inspections: Astreya's AV experts conducted inspections of over 12,000 AV rooms per month. These inspections helped identify and address any potential issues proactively, reducing the occurrence of critical AV failures and minimizing downtime.

Reliable event support: Over the past three years, Astreya provided reliable support for more than 3,000 events hosted by the client. Their dedicated team ensured seamless AV setup and technical assistance, contributing to the success of various conferences, meetings, and presentations.

WHY THEY CHOSE ASTREYA AND OUR AV MANAGED SERVICES

Astreya's reputation as a leading provider of AV managed services made us the preferred choice for our client. The following factors influenced their decision:

- **Detailed service design plan**: Astreya presented a comprehensive service design plan that catered to the client's unique requirements and addressed the challenges specific to their AV fleet.

- **Service level agreements (SLAs) and key performance indicators (KPIs):** Astreya offered a robust framework comprising 29 SLAs and 10 KPIs, ensuring clear performance benchmarks and measurable outcomes for the AV managed services.

- **Global Service Delivery model:** Leveraging their global presence, Astreya demonstrated the capability to deliver consistent and reliable AV management services across the client's diverse locations.

THE TAKEAWAY

By partnering with Astreya and implementing their AV managed services, the largest search engine enhanced the performance and availability of their extensive AV fleet. Astreya's meticulous service design, comprehensive SLAs and KPIs, and robust Global Service Delivery model enabled the client to overcome AV management challenges, achieving remarkable growth and operational excellence.

Astreya is part of the PSNI Alliance – bringing together local AV teams around the globe to ensure your success.

As a member of The PSNI Alliance, we streamline global AV design and integration. With access to certified providers worldwide, we partner with local experts who understand your needs. Together, we expertly manage logistical details for seamless AV system deployment, keeping your infrastructure running smoothly.

PSNI GLOBAL ALLIANCE

Here's just a few of our valued clients

We are honored to support some of the world's most recognizable and innovative organizations.*

UNITED   F⊟RTINET   Stanford HEALTH CARE   instacart

BDO   MORNINGSTAR   J.P.Morgan   LATCH

***Fortune 10 company names** available upon request.*

About Astreya

Astreya, a leader in managed services for two decades, offers innovative and reliable IT solutions to the world's most recognizable companies. Our expert team of engineers craft tailored service plans that drive operational efficiency while transforming technology into an engine for growth and innovation within your organization – because excellence is always our promise.

astreya Working innovation.™