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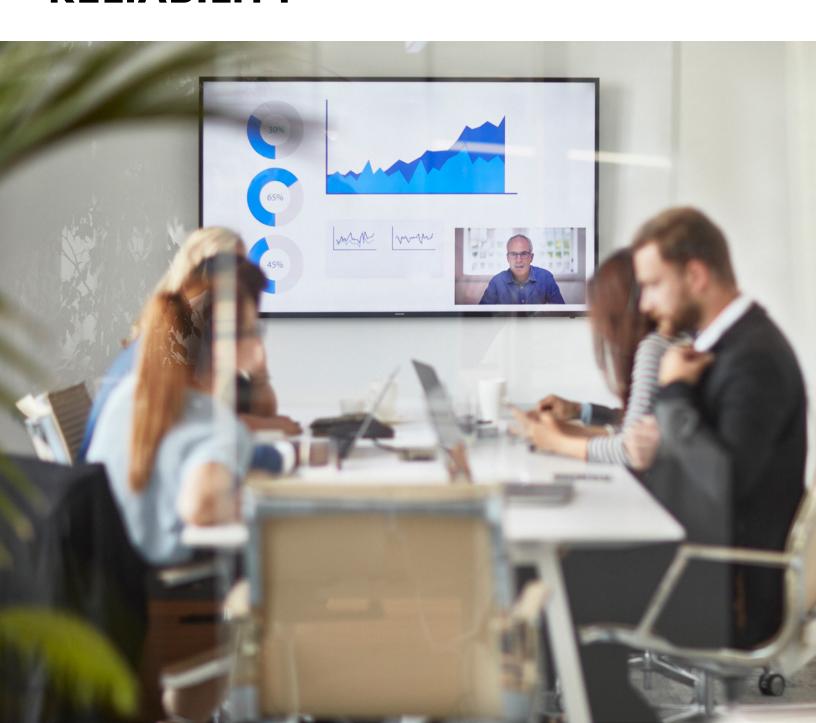
Case Study

GLOBAL BRAND STREAMLINES AV SUPPORT FOR GREATER RELIABILITY

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CHALLENGE

Technology had become a daily frustration for this global consumer goods manufacturer. Their Microsoft Teams Rooms, which were intended to streamline collaboration, were unreliable at best. Despite working with an external AV partner, updates to Microsoft software weren't coordinated across locations, leading to inconsistent room behavior and unexpected downtime. Systems would go down without warning, sometimes remaining offline for weeks. And even routine service requests became complex workarounds.

The in-house AV team craved a clearer support structure and escalation path, and leadership wanted a roadmap for improvement. In short, the company needed more than a new service contract, they needed a strategic partner. They chose FORTÉ for three reasons: local expertise, Microsoft connections, and global coverage.

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THE SOLUTION

From the very first discovery meetings, FORTÉ took a human-centered, consultative approach. The team listened closely, mapped the organization's pain points, and designed a flexible support model tailored to the realities of a large, distributed enterprise.

This included a fully integrated managed services program, featuring embedded onsite support staff, global system support, advanced Microsoft Teams Room services, and a co-delivery workflow built directly into the customer's existing ServiceNow environment.

"Our clients value consistency. They want to know that every issue will be resolved and reported in the same way, every time, said Michael Safranksi, Senior Vice President of Operations at FORTÉ. "We pair that with uncommon transparency, and give them full visibility into performance, service levels, and next steps."

The handoff was as important as the solution itself. FORTÉ assigned a dedicated transition manager to ensure a smooth and stable shift. From standardizing support documentation to setting up real-time dashboards and assigning a service delivery manager, the process was built to minimize disruption and maximize clarity.

"Because we follow ITIL best practices, continuous improvement is built into how we operate. If we spot something that's not working—or not working well enough—we don't let it linger. We bring it forward and fix it."

Chris Jamison
Director of Managed Services Solutions
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THE RESULTS

With FORTÉ's integrated support program in place, end users can now walk into collaboration spaces with confidence, knowing the technology will perform as expected. Since the engagement began, FORTÉ:

- **Completed proactive room sweeps** to catch and fix issues before they disrupted a single meeting, saving hours of lost productivity

- **Resolved more than 2,200 Vision monitoring alert**s during the first nine months and achieved a **95% auto-closure rate**

- **Boosted estate health by 8%** and maintained that benchmark

- **Achieved an average of 92% room health** (surpassing an average room health of 84% for all Microsoft customers)

Just as important, the client has praised the consistency and transparency of the experience. Issues are logged and resolved the same way every time, and performance is clearly reported back, which has created a level of trust.

When asked how the support program is going from their perspective, the client responded: "With a technology estate the size of ours, there will always be service issues. We are confident that FORTÉ has been, and will continue to be, proactive in catching these issues often before they are reported."

When Onsite Support Makes Sense (and Pays Off)

For enterprise organizations, embedded AV support can unlock serious ROI. Dedicated onsite resources provide:

- Health checks, user training, and technology adoption

- A single escalation point backed by a full team

- Real-time support for executive spaces

- Greater cost efficiency in high-demand environments

FORTÉ helps customers identify when this model makes sense and how to implement it seamlessly.

Based on their experience to date, the client is already exploring what's next: expanding cloud capabilities, revamping digital signage systems, and modernizing key collaboration spaces.