

## IS YOUR COLLABORATION TECH ACTUALLY WORKING?

### *An assessment for IT leaders*

Most organizations have invested in modern collaboration technology solutions, but investment and reliability are not the same thing. This assessment will help you examine the current state of your collaboration ecosystem and determine which questions you should be asking as it evolves.

For each question, choose the response that best reflects your current state.

### PILLAR #1: CONSISTENCY ACROSS ROOMS

**The technology in every meeting room and collaboration space should work the same way. If employees must remember which space is “the reliable one,” that’s a signal.**

Can any employee walk into any space in your environment and expect the same experience?

We’ve Got This

Work In Progress

Honest Gap

---

Are your room designs and control interfaces standardized, or does each room reflect a different era of purchasing decisions?

We’ve Got This

Work In Progress

Honest Gap

---

How consistent is your touch-to-join experience across rooms and platforms?

We’ve Got This

Work In Progress

Honest Gap

### PILLAR #2: CONSISTENCY ACROSS LOCATIONS

**Meeting room reliability at a main office is often the priority. The more complex question is whether that reliability extends to every satellite office, regional hub, and remote location in your ecosystem.**

Do employees at your smaller or satellite offices have the same collaboration experience as those at your main office?

We’ve Got This

Work In Progress

Honest Gap

---

Is your platform strategy aligned nationally or globally? Or are different locations running on different meeting room and collaboration space systems?

We’ve Got This

Work In Progress

Honest Gap

When a new location comes online, how long does it take to reach the same standard as your flagship spaces?

We've Got This

Work In Progress

Honest Gap

### PILLAR #3: RELIABILITY OVER TIME

**Day one is only the beginning. Reliability is a sustained outcome that requires planning beyond installation.**

Do you have a defined lifecycle plan for your collaboration technology, or do rooms get attention when they break?

We've Got This

Work In Progress

Honest Gap

How confident are you that the meeting room solutions installed 3 years ago perform at the same level as your newest spaces?

We've Got This

Work In Progress

Honest Gap

Is there a documented refresh cadence in place for your meeting room and collaboration space solutions? And is it being followed?

We've Got This

Work In Progress

Honest Gap

### PILLAR #4: OPERATIONAL VISIBILITY

**You can't fix what you can't see. The organizations getting this right are catching problems before users do.**

Do you have real-time visibility into the health of your meeting room and collaboration space solutions and devices?

We've Got This

Work In Progress

Honest Gap

How do you currently find out when a room has a problem? From a monitoring system, or from a frustrated employee?

We've Got This

Work In Progress

Honest Gap

Are you able to detect and resolve issues proactively, before they affect a meeting?

We've Got This

Work In Progress

Honest Gap

## WHAT YOUR ANSWERS REVEAL:

**Mostly “We’ve Got This”** – You’ve built a strong foundation. The opportunity now is to optimize and ensure that advanced, AI-enabled features sit on a solid foundation.

**Mostly “Work In Progress”** – That’s a good start! The question now is whether you have a clear path to close the gaps (or if “in progress” has been the status for a while).

**Mostly “Honest Gap”** – You’re in good company. (Remember: 49% of IT leaders cite tech failure as the #1 barrier to productive meetings.) The priority now is to address these gaps before your next wave of investment lands on an unstable foundation.

## WANT TO THINK THIS THROUGH WITH SOMEONE WHO’S BEEN THERE?

That’s exactly the kind of conversation we’re good at. Reach out for a no-agenda, straightforward discussion about where you are and where you want to go.

[Click here](#) to start the conversation.

*Based on findings from The State of Modern Collaboration Spaces, a FORTÉ research report surveying 512 IT decision-makers.*