utelogy

Liberate Your Enterprise

Bridging the gap between people and technology.

We've experienced an abundance of connectivity and it has dramatically changed our lives. It's impacted the way we socialize, the way we play, and the way we work.

As organizations look to further embrace mobile technology, it's enabling us to work anywhere. And that has a greater impact on the outcomes we can deliver.

With technology-powered experiences facilitating even more collaboration, the office or campus has to bring people together, inspire them and empower them to continue to innovate and enhance worker productivity. Meet Utelogy.

Utelogy—Liberate Your Enterprise

A software-defined platform to control, manage, and analyze your enterprise.

We are in the midst of a connectivity revolution that is fundamentally changing how organizations connect their employees, vendors, and customers.

As an enterprise grade platform that enables Control, Analytics, Management and User-Interaction for your connected devices, Utelogy allows you to support end-users in their meeting spaces in a way that has never been possible before.

Utelogy enables easy integration with any web-enabled device from any manufacturer, allowing you to select the right component for the job.

The Utelogy platform delivers collaboration anytime, anywhere while providing the data to analyze what technology is being used and how its operating.

The Utelogy Advantage:

- Standard non-proprietary interfaces
- Automation to assist with device/system maintenance
- Device and system analytics for decision-making
- Agility to scale
- An enhanced end-user experience
- The ability to deliver a ubiquitous user-interface
- Real-time support to minimize technology disruption

"Utelogy's solution gave us the freedom to expand, make changes, and manage the systems with ease."

Chris Helgren, Chief, Sonoma County Office of Emergency Services

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The Utelogy Enterprise Ecosystem
Moving Beyond Control.

Utelogy is a universal platform that can be leveraged across the enterprise. As organizations are forced to re-think both the physical and the digital, workplace transformation is more than just a technology shift.

Modern productivity dictates that our systems are integrated and optimized to deliver actionable intelligence and the Utelogy platform is positioned to do just that.
With its ability to connect and control hardware, devices, and building systems to integrate with enterprise software systems including ERP, it delivers intelligent service with operational agility.

U-Manage

U-Manage is the management portal that provides enterprise-wide visibility to rooms, equipment, issues, performance, and usage.

- Portal to manage licensing, users, assets and analytics.
- Includes real-time analytics and dashboarding to deliver alerts.
- System tracks all rooms, connected devices in each room, utilization, alerts and open help tickets.

U-Server

U-Server is the services engine installed on a server or in a virtualized environment. It acts as the processor that allows you to use your own network to deliver AV services, making it simple to use, easy to deploy and secure.

- Server application installed on a Window's machine.
- Multi-tenanted to power hundreds of rooms in an enterprise with support for VM and standard IT infrastructure.
- Uses web protocols including HTML5 and HTTP.
- Connects to U-Control to provide UI to all rooms.
- Communicates to all devices.

Configure
- Desktop application used to build and deploy rooms.
- Cloning feature for large-scale deployment.

Tech Tool
- Used to troubleshoot communication between the Utelogy platform and devices.
- Interact with the room, specific devices in the room, check ports, and trace routes to ensure connectivity.

ū-manage
- Cloud hosted
- Asset Management
- Analytics
- Advanced Reports (coming soon)

ū-control
- Delivered to your device in HTML
- Fully customizable

U-Control

U-Control is the interface that delivers Utelogy to your users, enabling them to easily collaborate with a personalized experience.

- Interface to control devices and applications.
- Built on common web technology to render an HTML web page on tablets, Mac, PC.
- Available SDKs and APIs to craft your own UI.
- Integrates with U-Schedule to book, extend or reschedule meetings.
- Integrates with U-Help to provide voice, video and chat support directly to the U-Control interface.
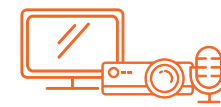- Integrates with U-Access to establish user profiles and preferences.

ū-server
- On-network (on-premise or cloud)
- Centralized room hosting
- Configure for set-up
- Tech Tool for troubleshooting

Devices

Hardware	Software
· AV	· UCC
· In room PC	· ū-computer
· Network Infrastructure	· AD
· I.o.T	· ERP (coming soon)

U-Access

U-Access is the user provisioning engine of the Utelogy platform. Accessing via U-Console or U-Control, administrators use U-Access to define what devices and features users have access to in each room.

- Directory application integration, i.e. Active Directory or LDAP.
- Users authentication to enable specific UIs or domain credentials.
- Multi-language

ū-access
- Active directory integration
- Access control
- Multi-language (coming soon)
- Personalization (coming soon)

ū-schedule
- Calendar integration
- Schedule viewing
- Room booking (coming soon)

ū-help
- Automated Support
- Tech Tool for troubleshooting
- Help desk integration (coming soon)

U-Schedule

U-Schedule enables booking of rooms and calendar integration for users.

- Integration to scheduling engines including Google, Microsoft Exchange, Office 365.
- API-integration with Sharing Cloud, Team, etc.,.
- Ability to schedule rooms, invite attendees.
- Enterprise applications include integration to directory applications such as Active Directory or LDAP for authentication.

U-Help

U-Help enables integrated remote support personnel via voice, video, and chat. U-Help is designed to provide global, round-the-clock support from Help Desk staff that are technology experts who can trouble-shoot any problem.

- Help desk application for remote audio and video support.
- Equipped with ticketing and analytics system.
- Can be integrated into other ticketing or CRM systems.

Liberate Your Enterprise—
With the Data Necessary to Make Decisions

With its enterprise landscape visibility, the Utelogy platform delivers a dashboard and reporting environment where organizations can gather and consolidate data from across the enterprise to gain actionable intelligence.

System Automation

Today, it is necessary for all devices and technology to receive automated software and firmware updates as part of best-practice regular maintenance and security. With the ability to deliver these updates automatically, Utelogy can help maintain secure and resilient workplace technology.
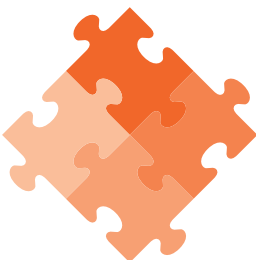
Data Gathering and Dashboarding

The Utelogy platform gathers data from across the enterprise. Whether that data is coming from devices, room sensors, or other building technology, Utelogy can gather the raw data and monitor the systems. In addition, it can provide functional reporting to gain an understanding of the enterprise as a whole, rather than isolated, disparate systems.

Data-Driven Decision Making and IoT

With a renewed focus on results over technology itself, executives across all industries are looking for the data to lead them to faster and more disruptive business decisions.

Turn IoT data collected from devices, locations and equipment into actionable insights that drive employee and client engagement and accelerate innovation.

Leverage that data to get smarter and more predictive about your employees and customers using IoT-driven intelligence from connected devices and systems. This data can be used to empower employees to innovate with new business models and opportunities.

Operational Agility

With Utleogy, organizations can tap into back office business processes such as ERP, CRM and other systems to integrate and optimize to provide actionable intelligence to stakeholders across the organization. That means valuable insights can be garnered for IT, real estate, HR, and others, with the opportunity for further intelligence as business needs change.

The Utelogy Platform—

Delivering Control, Management and Analytics at Scale

The Utelogy Advantage:

Utelogy delivers strategic benefits that allow you to leverage your existing IT and AV infrastructure:

- Software-based, easy to install, configure and manage.

- Scalability of software enables 'just-in-time' deployment for technology when and where it's needed.

- Network-smart, so you can deploy rooms remotely.

- Reduced support costs with remote trouble-shooting.

- Virtualized and hosted on your network for cost-efficiency and security.

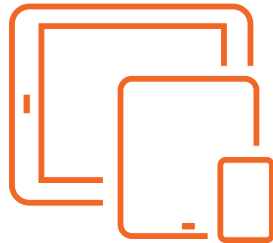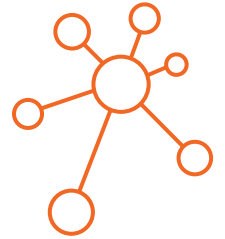- Analytics to deliver better business decisions.

"It allows us to deliver better utilization of classroom real estate and understand how many students are served by that technology."

Jorge Mata
Independent
Consultant,
Former CIO,
Los Angeles
Community
College District

Agility to Scale

Based on configuration rather than bespoke programming, with Utelogy, users can configure rooms in minutes rather than hours. This allows IT departments to respond to the changing user requirements with ease and speed. Deliver large-scale deployments easily as any room configuration can be cloned within minutes.

Consistent User Interface Drives Technology Adoption

Because interaction with technology can be complex and frustrating for users, Utelogy focuses on making these interactions intuitive and enjoyable for users.

With a robust built-in offering of in-room controls, status displays and automated actions to an extensive tool set of SDKs and APIs, Utelogy enables you to craft a consistent user-interface across all your devices, locally and globally.

Smarter Decision Making with Accurate Data

Utelogy tracks the important data points in your environment so that you can evaluate the data to provide deep insights into how your investments are being utilized.

From built-in insights to full API access, you have full control over your data.

Tiered Pricing

Utelogy is software and can be consumed in a variety of ways to suit your business requirements. Because it is software, it allows for easy scaling and the opportunity for integration of new features as they are released.

For more information or a Utelogy demonstration, visit us at www.utelogy.com.