



In Focus

Delivering over 120 Microsoft Teams Rooms for leading utility provider

Believe in Excellence



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Employing over two thousand people and providing essential services to more than seven million customers, our client is one of the leading utility providers in the United Kingdom.

The Requirement

Operating across two main hubs and 27 satellite sites, our client wanted to implement a collaboration platform that would provide an intuitive and consistent user experience. The exponential rise of cloud-based applications and services had resulted in a fragmented infrastructure of collaboration platforms leading to numerous operational and technology frustrations. Delivering a consistent user experience would not only remove shadow IT and help employees communicate more effectively, but it would also help our client achieve environmental and sustainability goals through a reduction in travel.

Having recently updated its IT policy and defined a company standard of using Office 365 applications, our client contracted Cinos to design and deliver 124 meeting rooms that would utilise Microsoft Teams as the collaboration platform of choice.

The Solution

The focus of the project was to provide a consistent experience for users across all meetings rooms throughout the entire estate – whether it be head office, engineering, maintenance, or remote locations. To achieve this, Cinos categorised each meeting room according to its size, use and capacity. The Yealink MVC series was deployed across the estate, providing the client with a native Microsoft Teams user interface that is familiar to the users, easy to operate, and requires minimal user training.

For smaller huddle rooms and executive offices, the Yealink MVC 400 video conferencing solution was installed as it offers high performance and a compact form factor, ideal for use in smaller spaces. The all-in-one USB video bar provides users with a quality video and voice experience paired with a touch panel to initiate calls, share content and adjust camera settings.

As the meeting spaces increased in size, so did the requirements for interactive and collaborative experiences. To deliver a seamless meeting experience for rooms

accommodating between 8 to 10 participants, Cinos installed the Yealink MVC 640 Microsoft Teams Room System. Not only did it feature the one-touch join functionality found across all of the Yealink MVC series but it also included a robust 4K camera and additional microphones to ensure that everyone in the room can be seen and heard.

Designed specifically for large workspaces hosting more than 10 people, the Yealink MVC840 Microsoft Teams Rooms System was installed in each boardroom. This high-end conferencing solution features a 4K camera which automatically determines the number of people in the room so that all participants are visible in the frame. The integrated microphone array and 360° voice capture mean that external users can clearly hear everyone in the room.

With a standardised and consistent meeting room experience users can feel confident and comfortable with the room equipment, allowing them to concentrate fully on the business at hand.



Consistency and ease of use were very important during this project and to support the rollout, Cinos used the same engineering team to deploy the systems across all sites. We're proud to be able to deliver high-quality meeting spaces at scale and connect teams who are geographically dispersed – giving them the tools they need to collaborate and deliver essential services to customers who rely on them.

Lee Sharp
Engineering Director at Cinos





The Technology

For an in-depth look at the technology we used on this project or to download the relevant data sheets please visit our website. You can also see the other projects we have been working on and catch up on any company news.

Yealink

iiyama

Microsoft Teams

The Benefits

- The Yealink MVC Series offer a high-quality audio and video experience
- Standardising meeting spaces has created a seamless experience for users that is consistent across the estate
- Our client has seen a reduction in internal IT fault calls since the new systems have gone live, as functionality, compatibility and connections are standardised across the organisation
- Includes integrations with other UC platforms such as Zoom and Webex to enable users to seamlessly collaborate with partners and customers who do not use Microsoft Teams
- Uniformity of systems offers streamlined maintenance, with Cinos providing second-line support and call out services

Striving for excellence in everything we do

Cinos have always embraced an underlying commitment to deliver excellence, whether that is in the projects we deliver, the development of our staff or working towards a greener future, we ensure that our company values are at the heart of everything we do. This level of commitment has been proven with globally recognised accreditations including ISO 45001, 9001, 14001, 27001 and Investors in People. Furthermore, we strive to achieve the highest level of partner distinctions. In relation to this case study, we are recognised as a:

Gold Microsoft Partner



