

Connected Spaces Managed Audio-Visual Service

G-Cloud 15 Service Definition Document

Crown Commercial Service Supplier

dbfb

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Connected Spaces Managed Audio-Visual Service

Key benefits of our Managed Audio-Visual Service include the following:

Simplicity

- ✓ Managed service wrap of the solution based upon a simple flexible per user room per month basis.
- ✓ A complete end to end solution, including screens, room bars, meeting pods and immersive spaces, with capability to provide connectivity services.
- ✓ A responsive Service Desk and Support Service, including Remote Monitoring and Onsite Support where specified.
- ✓ The ability to utilise collaboration services such as Microsoft Teams, Webex Meetings,

Manageability

- ✓ A single pane of glass to manage all aspects of the solution through the Cisco Webex Control Hub, Yealink Cloud Management Service or Hisense Vision Info platform.
- ✓ Ability for internal buyer resource to co-manage the solution by having access to make necessary small adds, moves, and changes.
- ✓ Notifications of any maintenance updates that will affect the managed service solution with minimum 14 days' notice.
- ✓ Email Notifications to advise of tickets, resolutions, breaches and security reports.
- ✓ Proactive monitoring of screens and devices.
- ✓ Reporting and analytics for performance, trend analysis, and troubleshooting.

Security

- ✓ Devices are kept up to date with the latest firmware and Security patches as part of the managed service aligning to an N-1 industry standard methodology.
- ✓ Software and hardware patched to the latest vendor security patches and software version throughout the lifecycle of the contract.

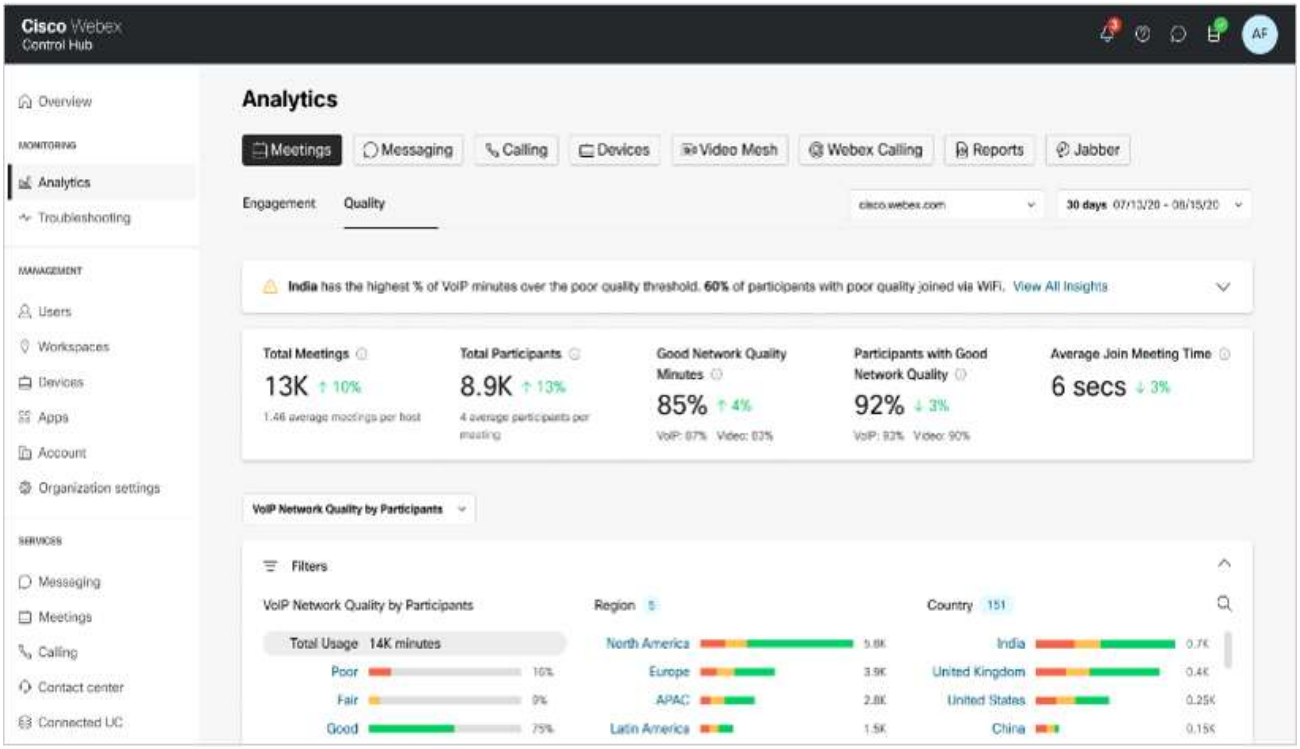
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Management Interface

All aspects of the Managed Audio-Visual Service are managed through a single pane of glass – based upon the manufacturer of the devices involved.

Cisco Webex Devices – Cisco Webex Control Hub

Cisco Webex Control Hub is a web-based, intuitive, single-pane-of-glass management portal. Control Hub enables you to provision, administer, and manage Webex services and Webex Hybrid Services, such as Hybrid Call Service, Hybrid Calendar Service, Hybrid Directory Service, and Video Mesh.



User, identity, and access management

The identity and access management service provides one of the key pillars of security protection for the cloud. Control Hub also enables customers to configure and enforce security policies to secure users and devices, and prevent accidental misuse of data.

Role-based access control

Control Hub provides role-based access so that different levels of administrator access can be set up for customers and partners.

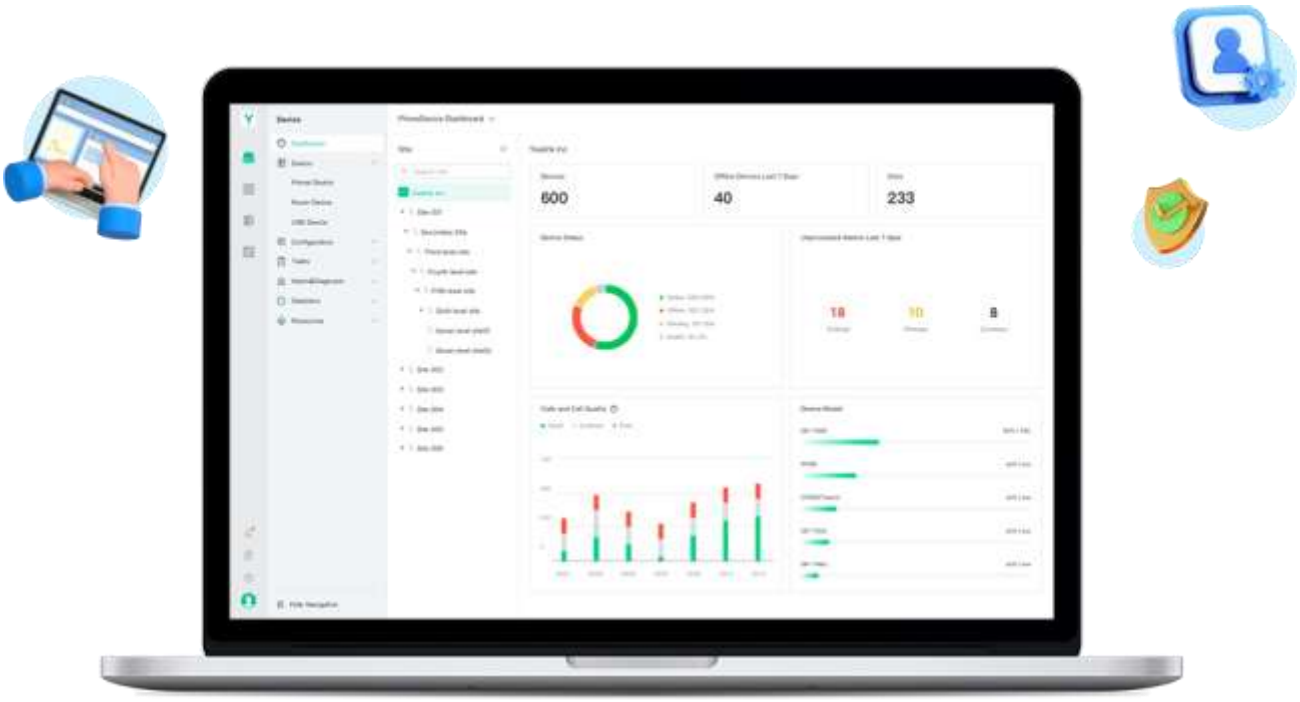
Single Sign-On

With Control Hub, customers can turn on Single Sign-On (SSO) for their users to help ensure that they enter their IT-approved password to access Webex.

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Yealink Devices – Yealink Cloud Management Service

With Yealink Management Cloud Service (YMCS), you can effortlessly manage all devices in your hybrid workplaces on the cloud. YMCS allows you to deploy, upgrade, monitor and troubleshoot devices easily and timely, ensuring business continuity to the maximum extent



View device connection at a glance

Device connection topology diagram in the platform allows you to check the connection way quickly, quickly diagnosis in case of network issues. This saves your time in troubleshooting issues and deploying new equipment

Address issues remotely

The remote desk feature enables you to control and diagnose room system remotely to address issues quickly without travelling.

Get alarms for a guaranteed response

The YMCS now supports multiple real time alarms including device online, firmware upgrade failure, low battery, etc. Admins can also set notification mails in the system so that IT admins don't miss any alarm and response quickly

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Hisense Devices – Vision Info

VisionInfo from Hisense is our cloud-based digital signage software, which is flexible, cost-effective, and infinitely scalable for users. VisionInfo includes a comprehensive CMS solution and advanced remote display management features. It provides users the freedom to edit and publish content while ensuring it looks great across all displays in a system. It is a powerful, effective and easy to use tool to manage content and control your displays at anytime from anywhere.

Data Analysis
The Data Analysis module enables interpretation of the data generated within the VisionInfo platform. This includes analysing engagement and device behaviour to gain insights into content performance and audience preferences. This analysis helps inform content strategy and decision-making to enhance user experience.

Content Publishing
VisionInfo makes it effortless to create, edit and organise digital content within our CMS platform. Users have full control making content available to the intended audience through a simplified publishing process.

Drag-and-Drop Visual Editor
Utilise the drag-and-drop feature within the VisionInfo platform to view and organise widgets, videos, images, webpages, weather reports and clocks.

Content Creation
Utilise the powerful features within the VisionInfo platform to create, publish, and manage digital content, empowering users to produce and distribute engaging materials.

Remote Monitoring and Control
Remote monitoring within VisionInfo allows users to track and monitor the status, settings and health of any display within an installation. This includes monitoring key metrics such as uptime, content delivery, user activity and security.

Error Notifications
Error notifications are a vital element within any remote system allowing users to be notified instantly when an error or issue occurs within the CMS environment.

Routine Automation
Routine automation within VisionInfo allows users to create automated processes within the software to streamline repetitive tasks and workflows. It involves interative tools to automate content publishing, updating applications and display maintenance.

Visual Reporting
VisionInfo presents data and analytics in a visual format, such as charts, graphs, and interactive dashboards. It enables users to easily understand and interpret complex data sets related to content performance, audience metrics, engagement levels, and other key indicators.

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Room Devices

Yealink Meeting Board Pro

The Yealink Meeting Board Pro is a powerful all-in-one interactive meeting solution designed for modern hybrid workspaces. It combines a touchscreen display, video conferencing system, whiteboarding, and collaboration tools into a single device.

Available in 65″, 75″, and 86″

- ✓ 4K UHD resolution 3 x 50 MP cameras
- ✓ Multi-touch LCD panel with anti-glare coating
- ✓ AI-powered features such as Intellifocus, auto-framing, speaker tracking and video fencing
- ✓ AI-enhanced noise & echo cancellation
- ✓ Expandable options – Microphones / speakers
- ✓ Simple file sharing options
- ✓ Wall Mounted or Trolley Based
- ✓ Fast deployment and installation
- ✓ Fully certified for MS Teams / Zoom





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Cisco Webex Pro Board G2

Cisco® Board Pro G2 is an all-in-one, integrated video device and collaboration board that offers a complete hybrid meeting room solution to remove the distance between in-room and remote participants. It is an intelligent video conferencing appliance combining a dual camera system, built-in speakers and microphones, an interactive touch screen, an AI-powered computing engine, and several mounting options to customize the experience.

Featuring premium design, it's the ultimate room device to power AI-enhanced video meetings, touch-enabled collaborative teamwork, streamlined deployment and scalable cloud management with a single solution.

Running the Cisco Rooms and Microsoft Teams Rooms platform experiences and powered by the Cisco RoomOS core operating system, the Board Pro G2 is a supreme-quality, interoperable collaboration hardware to support hybrid meetings and teamwork in a variety of small and medium meeting rooms, training rooms, huddle spaces, and flexible room configurations.

What's more, it features streamlined installation and maintenance with an all-in-one form factor, standardized design and unified management allowing you to bring remarkable hybrid collaboration to any small and medium workspaces at scale.

AI-enhanced, cinematic views
Cisco® Board Pro G2 is a meeting and collaboration board offering AI-infused meeting experiences that allow participants to communicate with clarity, feel included, and stay focused in the meeting. Featuring a high-performing computing engine and an NVIDIA® AI chipset, it brings sophisticated image, audio and language processing to everyday meeting spaces to build equity, remove distractions, and create more natural collaboration experiences.

It is the only dual-camera-powered meeting board where a wide-angle lens and a far-reaching tele-lens work seamlessly together and are augmented with software AI to provide high-quality, inclusive camera views, extended camera reach and impeccable visual clarity for remote participants.

The Board Pro G2 supports a variety of camera views, including Frames and People Focus for multi-participant framing, adaptive speaker view, and optimized group view. Furthermore, it provides the option to extend the camera reach with an AI virtual lens to make sure the active speaker at the far end of a long and narrow conference table is captured at high quality.



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Hisense Interactive Displays 65″ and 75″

Hisense Interactive Display solutions deliver unrivalled performance and market leading value. Combining the power of a digital display, tablet, electronic whiteboard and video conference device, Hisense delivers the ultimate all-in-one display solution. Superior processors and the latest touch technology provide best-in-class user experiences while seamless wireless integration makes collaboration both simple and engaging.

K Ultra HD

The 4K Ultra HD picture quality* ensures perfect colour and rich details in all possible broadcasting surroundings, ranging from shops, to restaurants and office buildings.

Screen transmission

The WR series interactive digital boards can wirelessly connect with two or more auxiliary screen devices. Near-Field Communication (NFC) touch transmission and A&C screen transmission simplify this process.

Collaborative interaction

The touchscreen recognizes up to 20 touches at once which is ideal for simultaneous use by meeting participants.

Intuitive controls

With your fingers you will, among other things, be able to switch between tasks, annotate content from any source, make handwritten notes, zoom in / out and undo changes.

Powerful Architecture

Expect unstoppable performance by an octa-core processor and 3+32GB large memory.

Tempered Glass

Hisense's WR series have heat treated tempered glass preventing any damage to the touch panels.

Anti-Glare

Optical technology diffuses mirror-like reflections and bright lights to help keep what's on your screen clear and visible.

Comfortable viewing

Each of our Interactive Digital Boards has a filter to effectively reduce blue light so your eyes remain comfortable even when using the screen for longer periods of time.

Smooth Touch

The built-in whiteboard app allows users to smoothly write, draw and erase information on-screen through touch, either by hand or with a stylus pen.

Smooth and speedy processing

The open Android 8.0 platform not only guarantees smooth processing, but also supports the installation of Android-based application.

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Yealink Meeting Bar A10

The Yealink A10 meeting bar is a powerful all-in-one interactive meeting bar designed for huddle or small rooms.

- ✓ 4K Camera
- ✓ Resolution: 1080p, 720p
- ✓ 120° DFoV & 105° HFoV
- ✓ 4 x e-PTZ camera
- ✓ Electric privacy shutter
- ✓ Auto Framing
- ✓ Speaker Tracking
- ✓ Multi-focus Framing
- ✓ Simple file sharing options
- ✓ Display or wall mounted
- ✓ Fast deployment and set up
- ✓ Fully certified for MS Teams / Zoom



Yealink Meeting Bar A40

The Yealink A40 meeting bar is a powerful all-in-one interactive meeting bar designed for small to medium sized rooms.

- ✓ Dual 48MP, dual-camera system
- ✓ AI-powered camera experiences such as Intellifocus, Auto Framing, Speaker Tracking, Video Fence, plus extras like People Counting and Picture-in-Picture / Multi-focus framing
- ✓ AI-enhanced audio including noise cancellation, reverberation suppression, and echo cancellation for clearer speech
- ✓ Integrated stereo speakers (built-in 2 × 10W) for room-filling playback
- ✓ USB-C supports content sharing / BYOD + power delivery
- ✓ Android 13-based platform with Microsoft Device Ecosystem Platform (MDEP) support for a more secure, future-proof deployment
- ✓ Simple file sharing options
- ✓ Display or wall mounted
- ✓ Fully certified for MS Teams / Zoom



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PlacePod Community Digital Pods and Immersive Spaces

Dbfb has developed a suite of integrated digital pods for use within a range of scenarios, including community self-service within libraries, health centres or public spaces.

These pods combine digital elements such as touch screen collaboration devices and a physical safe space with acoustic protection to provide privacy where it is needed for professional or wellbeing reasons. We also offer a suite of integrated immersive spaces.

PlacePod Connect – single screen

This use case would enable use of a collaboration touchscreen with camera and multi-media support and the opportunity to include VR headset technology within a safe community space.



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PlacePod Immersive

Our immersive pods combine acoustically protected pods with immersive touch tiles, to create an engaging immersive experience which can be used for many use cases.

1 wall immersive



3 wall immersive



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Support and Service Management

Managed Service Desk

We will provide a dedicated, single point of contact responsible for the ongoing managed support. Tickets are raised by authorised buyer staff through the Service Desk and then all subsequent communication and updates will be managed by the desk which is accessed via phone or email.

Ticket notifications and updates

As part of the Managed Service Desk, any new tickets and alerts will be notified to nominated contacts to advise users and analysts of new calls, resolutions, breaches change notifications and reports. This will include both buyer generated tickets or those raised by automated monitoring facilities.

Incident Management

dbfb will investigate, manage, and support any faults or issues on the Managed Audio Visual Service from the technical service desk. Once identified and logged, the service desk will provide you with remote assistance to rectify the issue or advise and implement remediation actions to reduce the likelihood of the issue recurring. Where on site hands are required, these will be provided by dbfb on site engineers. Additionally, dbfb can provide loan equipment where a faulty device requires repair. Where an issue is not immediately identifiable as a hardware issue, our service desk team will work to reduce the impact and resolve.

Monitoring

We will proactively monitor underlay circuits in addition to the monitoring of the service, including screens, room bars and any other connected devices.

We can create and maintain customised alerts to provide automated notifications based on the KPIs as well as potentially specific events that you wish to report on. Where we identify an ongoing or recurring issue, a problem record will be raised and senior engineers will be engaged to resolve the problem.

Escalation Procedures

As detailed in the Incident Management Process Flow diagram, tickets will generally be initially handled by first line level engineers. Where technical escalation is required, we have access to 2nd line, 3rd line, support consultants and support architects. Where needed the Managed Services team would contact the vendor and fully co-ordinate investigations until a resolution is found.

The escalation contacts will be notified internally based on the triggers identified below:

- ✓ Level 1: Duty Manager: Contacted when 50% of any P1 or P2 is reached, or when any ticket's SLA has breached.
- ✓ Level 2: Contacted when 75% of any P1 is reached, or when any ticket's SLA has breached.
- ✓ Level 3: Contacted when 90% of any P1 is reached, or when any P2 ticket's SLA has breached.

Major Incident Management

We have a robust Major Incident Management (MIM) process in place. The process aligns with the ITIL framework and can be summarised in four main areas:

- ✓ Identification – The incident will be identified and triaged. If required, a major incident will be declared and all key stakeholders will be informed.
- ✓ Containment – A Major Incident Manager will be appointed. Conference bridge calls will be set up with key technical resources. Stakeholders will be updated at regular intervals.
- ✓ Resolution – A resolution will be identified. An emergency change will be raised to implement the fix. All stakeholders will be updated by the MIM.
- ✓ Maintenance – A Root Cause Analysis (RCA) will be performed. The RCA will be shared with the buyer. If required, actions will be implemented to prevent reoccurrence of the issue.

Hardware and Software Lifecycle

As part of the Managed Service we will perform quarterly reviews of the hardware and firmware running on supported devices within the buyers network. These reviews would be presented as part of a regular monthly service review meeting.

Maintenance updates

Notification of any planned maintenance activity will be provided via email to the designated maintenance contact, with a minimum of 14 days notification.

Reporting and analytics

We will collate a range of reporting and analytical information as part of monthly service reviews for performance monitoring, analytics, trend analysis and troubleshooting.

This will include collating data from management platforms and other sources of information. In addition to providing regular reports, we will build intuitive dashboards within platforms such as PowerBI, for your team to access, in order to undertake regular assessment of the performance of the services and support future planning.

Change requests

The Managed Audio-Visual Service includes unlimited requests. Any change requests will be handled through the service desk using ITIL-defined processes for change review and approval, in accordance with your requirements.

Co-management

Included in the service will be the ability for buyer authorised staff to co-manage the solution by having access to make necessary small adds, moves, and changes.

Staff training

Where specified the Managed Audio-Visual Service will include training via access to Cisco learning credits, to enable buyer staff to be trained on the solution and become Cisco accredited.

Documentation

Full documentation, change control processes, knowledgebases and reference guides will be provided and kept updated as part of the ongoing managed service.

Account Management

You will be provided with an assigned Account Manager and Service Manager throughout the contract who will be available for your team to contact and who will attend monthly service reviews.

Regular Service Management Meetings

In addition to informal Account and Service Management, we will hold Monthly Service Management meetings, either online via Microsoft Teams, or on site at the buyers or dbfb offices. It is expected that such meetings may need to be more regular, for example weekly or bi-weekly during the early stages of the contract.