



BRINGING HYBRID MEETINGS UP TO SPEED IN LONDON'S PUBLIC OFFICE

CUSTOMER'S NAME

Royal Borough of Kensington and Chelsea Council

<https://www.rbkc.gov.uk>

CUSTOMER'S LOCATION

London, UK

CUSTOMER'S INDUSTRY

Government

CUSTOMER'S CHALLENGE

A lack of collaboration technology adoption called for a drastic shift to intuitive, plug-and-play video solutions that would enable true meeting parity for the Royal Borough of Kensington and Chelsea Council's employees.

POLY SOLUTIONS

Poly Studio

POLY'S IMPACT

Quick deployment in 30 rooms in just nine days and a significant uplift in video collaboration technology adoption due to the hassle-free and easy-to-use Poly Studio.

CASE STUDY

HYBRID COLLABORATION AT THE FOREFRONT

The Royal Borough of Kensington and Chelsea is an Inner London borough with royal status. Several years ago, the Royal Borough of Kensington and Chelsea embarked on its digital transformation with the principal goal of providing a consistent experience to end users whether based in the Council's offices or working at home. One of the main areas of focus was on increasing team collaboration by updating the Council's meeting spaces with a user-friendly video conferencing solution. Having heavily invested in Microsoft Teams, the hybrid collaboration model had already been applied with some degree of success prior to the COVID-19 pandemic. The challenge was to increase hybrid/blended video conferencing adoption which, at the time, was minimal due to hesitancy from staff to use outdated equipment in the Council's meeting rooms. An additional challenge was finding a solution that was software agnostic to allow the use of multiple video conferencing platform.

ENHANCING TEAM COLLABORATION

The Royal Borough of Kensington and Chelsea Council needed a simple and intuitive solution to bring everyone together in one meeting room, no matter where they were located. A unified approach for all employees across the council's different offices required platform agnostic devices that would fit in meeting rooms of different sizes.

Poly's high-quality UC solutions were introduced to the Council's IT team at the London Poly Experience Center, resulting in the decision to test the Poly Studio video bar and assess compatibility with the Royal Borough of Kensington and Chelsea Council's needs. The Poly Studio left a lasting impression after being tested out in various scenarios across the Council's main building in rooms of different sizes and configurations. The video bar's top-quality performance surpassed its official specifications in all tested configurations and led to a proof-of-concept implementation of the solution in three meeting spaces: one standard meeting room and two larger executive rooms.



THE ROYAL BOROUGH OF
KENSINGTON
AND CHELSEA



Poly Studio

CUSTOMER'S COMMENT

“People had given up on AV technology before, disappointed by the hard-to-use, outdated devices the meeting rooms were equipped with. A mind shift only took a split second when their needs were realised with Poly Studio. The only thing they now need to do is plug in their laptop and the rest is business as usual. Thrilled with the combination of price and usability the solution offers, plus the hassle-free nature for the IT support team, we anticipate that the number of meeting and executive rooms equipped with this video bar will far surpass the current total of 41 rooms in RBKC and other public office buildings that we support.”

- **Matthew Ford-Enfield**, Head of Workplace Technology at the Royal Borough of Kensington and Chelsea, Westminster City Council.

Any security concerns were automatically allayed thanks to the video bar's connectivity to the already secured employee laptops. This simplified the Poly Studio implementation and much-needed technological updates to meeting spaces.

Having received a significant amount of positive feedback from users around its ease of use and the experience of a minimal technical support requirement from on-site resolver teams, the decision was made to equip 38 additional rooms of various sizes, configurations, and usage cases with Poly Studio. Thirty of the additional rooms were installed within only nine days, thanks to the easy-to-deploy nature of Poly's solution.

VIDEO-ENABLED ROOMS FOR MEETING EQUALITY

With 41 rooms equipped with the intuitive and easy-to-use Poly Studio, the Royal Borough of Kensington and Chelsea Council's meeting spaces can now be used to their maximum potential. Employees are keen to use the Poly Studio thanks to its plug-and-play simplicity, and employees who work remotely can enjoy a high-quality meeting experience as if they were present in the room. Many of the Council's employees are now returning to the office but this change in technology and facilities will support the new focus on interactive and collaborative ways of working that are key to the Council's future hybrid strategies.

GETTING EVERYONE TOGETHER NO MATTER THE LOCATION

Poly Studio's high adoption rate, combined with its value proposition, delivers on a very important aspect for a public office that bears the obligation to invest resources wisely to the benefit of local citizens. The pleasant experience and satisfaction shared by those already using Poly Studio makes the video bar the device of choice for the next round of office refurbishments due to take place as pandemic restrictions continue to ease.

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