

LOCKTON DUNNING BENEFITS – COLLABORATION TRANSITION

CHALLENGE

Lockton Dunning Benefits (LDB) is a high-end benefits company that prides itself on exceptional quality during every client touchpoint. This includes client conferences from a computer or from any one of their fifty-five conference rooms. LDB expects the collaboration experience to be simple and consistent no matter where the collaboration touch point occurs.

LDB was experiencing less than acceptable quality from the collaboration solutions they had in place and was unable to identify a partner that could meet LDB's expectations until they engaged Novom.

ACTION

The Novom team met with executives, sales teams, and administration representatives in each of their six locations to better understand the challenges they were experiencing and the expectations for the new Collaboration architecture. Novom developed options and recommendations that would accomplish their expectations, worked with LDB and the selected partners to deploy a proof of concept in key rooms. This process helped define the final solution which was a combination of different products and manufacturers resulting in a solution that met LDB's needs and accommodated the defined use cases from all teams interviewed.

RESULTS

Novom and LDB were able to develop a Collaboration Architecture that created a high-quality solution that meets the business requirements of a simple and consistent user experience. Novom is in the process of managing the deployment of the selected architecture in each conference room based on the results from the proof-of-concept.

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| ✓ Six locations and 20+ conference rooms | ✓ Native Zoom, Teams and Webex functionality |
| ✓ Conference Center | ✓ PTZ AI Auto-Framing Cameras |
| ✓ Board Room | ✓ Beam-Tracking Microphones |
| ✓ Executive Conference Rooms | ✓ Collaboration Controller |
| ✓ Medium and Small Conference Rooms | ✓ Navigation Touch Panel on Tabletop |
| ✓ Competitive Bid Process | ✓ Sound Bar Room Kits |
| ✓ Project Management | |
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