

Zoom Managed Services

Improve public services, enhance employee and citizen experience, and make building management safer and less costly

It just works

Throughout most of 2020 we all saw the value of Zoom in making human connections easy for everyone, everywhere. Bringing home workers, supply chains and customers together through HD video conferencing, audio, collaboration and chat – fully secure with end-to-end encryption – has become second nature.



Although there are many collaboration solutions around, not all are designed equal. Zoom was built ground-up as a video-first collaboration tool. That's one of the main things that makes it different. It's also why Zoom is simple to use, leads innovation, scales more effectively and integrates with security and legacy systems. It just works.

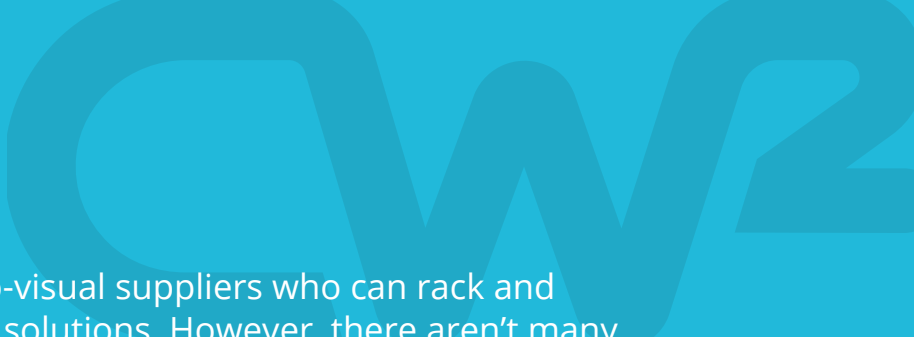
Zoom offers much more than video conferencing

While collaboration gains from Zoom are well-known and indisputable, they're only scratching the surface. Increasingly, companies are realising wider benefits by embedding Zoom deeper into their digital strategies.

For example, COVID-19 social distancing best practice has forced a major rethink of how real estate and building services can be more efficiently managed. Whether it's 100 percent remote working, a full-scale return to the office or – more likely – a hybrid home/office model, new ways of working developed during the pandemic will make the workplace cleaner, safer and more cost-effective.

Zoom can do all this and more.
Read on to discover how.





Solution

There are plenty of audio-visual suppliers who can rack and stack video conferencing solutions. However, there aren't many companies that know how to create a video-enabled collaborative business. That's where CW Squared comes in. As an accredited Zoom solution provider, we specialise in getting the best from the technology – saving you time, effort and money.

Our managed service offers a one-stop shop for steering and aligning digital strategy with customised Zoom solutions. You'll have access to all the technical knowledge and expertise you need to develop, test, refine and implement game-changing new uses for Zoom. Once up and running, we'll help manage and fine tune the solution for you, ensuring issues are resolved quickly, first time, so you're never pushed from pillar to post.



Local council consultations and assessments

If a resident phones-in it is super easy with Zoom to switch the call to a video meeting on any device – desktop, laptop or mobile. Alternatively, they could visit their nearest council building to meet in a private room and safely connect with experts, simply by using voice commands. Discussing everything from housing, planning and council tax to jobs, benefits and support. Sharing and signing forms on the spot. Increasing satisfaction and saving on paperwork and follow-up action.



Digital inclusion and support

In the UK, nine million people currently struggle to use the internet independently. But libraries and other public spaces offer access and loading these handy desktops with Zoom opens a new world of possibilities. Like setting up video calls assisted by typists, interpreters and sign-language specialists. Or attending online training and job interviews, which benefit from non-verbal communication, otherwise missed on the phone.



Safe workplace management

When you arrive for a routine meeting, business or other, you're met by a virtual receptionist who provides the latest safety advice. You can see how many people are in the room before you enter. Admin can check CO², air quality and room occupancy levels straight from the Zoom dashboard. Zoom Rooms can also be used to reserve hot desks, carefully adhering to social distancing. And when your video screens aren't in use, they can be employed to display messages like health and safety bulletins and room capacity limits.



Other use cases and advantages

Here are other reasons why CW Squared customers choose our Zoom managed service, along with the nature of the issues they want to address:



Reducing shadow IT

The surging adoption of Zoom can present problems, especially when subscriptions are purchased directly by users without knowledge of the IT team. Buying power diminishes along with software control, increasing the risk of security vulnerabilities. Our Zoom service uncovers and fixes these issues, for example through licence audits and centralised management.



Creating efficient digital workflows

Zoom takes redundant steps out of processes, saving cost and time. For example, by enabling a tenant to show leaks and display necessary repairs over video, accelerating ordering of parts and eliminating repeat visits from maintenance managers and tradespeople.



Simplifying video conferencing and digital signage stacks

Zoom works seamlessly with new and legacy systems from Cisco, Microsoft, Tandberg, Poly and others. Maximising your video conferencing investment without locking you in to one individual vendor.



Improving user experience and innovation

By removing issues like jitter and latency, Zoom simply performs better. Plus, it scales more effectively while integrating easily with apps like CRM systems and AI bots.



Setting off on the right course

Involving CW Squared early in the process pays back in spades. For instance, strengthening the business case and keeping all key stakeholders onboard. You'll find our consultants are exceptional, attentive listeners. Once we've nailed your vision, we'll help crystallise thinking and pull in experts to get you there, with less risk and more speed.

Testing and learning at pace

Leveraging user experience research and modelling tools, CW Squared experts assist with digital process and technology design. We link investment to business outcomes with clear targets, underpinned with agile coaching and change management best practice so everyone's on the same page. Forming a baseline with initial digital and cloud maturity assessments, we'll also help track and measure progress.



Benefits

A Zoom managed service from CW Squared is a great way to:

- Improve access to public services
- Grow digital inclusion and automated workflows
- Enhance employee and citizen experience
- Ensure COVID-safe building management best practices
- Simplify video conferencing and digital signage management
- Eliminate security risks from shadow IT

Discover how Zoom is helping organisations digitally transform and surmount pandemic challenges.

zoom
Solution Provider

CW² CW Squared



Get in touch today

And find out how you can do the same.

Tel: 020 3995 4445

email: contact@cw-squared.co.uk