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Take Control of Your Spaces

Control, secure, monitor, manage, automate, and elevate your enterprise **AV**, **UC** and **IoT** ecosystem all within **one platform** – **regardless of device manufacturer**, **scale**, or **services**.

Common challenges that we solve

AV spaces are

Geographically **Dispersed**



Your business requires

Proactive **Support**



Continuously **Evolving**



User Experience First



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Business **Critical**



AI strategies



Common vision that we share

Your AV/UC/IT Strategy Requires

Standardisation



Your IT Team Requires

DDI, CMDB, SNow, & SIEM



Interoperability





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Cloud & Data Driven



Device **Profiling & Configuration** Management



Innomesh is the **service** to cover all bases



Innomesh is the single, overarching SaaS platform to remotely manage your spaces, regardless of device manufacturer, scale, or services.



What Innomesh does for you





Simplifies, Secures & Automates

AV Operations, environment-wide, regardless of scale or complexity

Consolidates & Enables

Data analytics, user experience & proactive monitoring & management

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Unlocks

Any Environment, any vendor, any technology, with uniform experience

Innomesh SaaS Subscriptions



*Please contact us to discuss **enterprise pricing**, volume savings, and service term discount opportunities

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Space						
c	Control, Monitor, Manage & Automate Your Spaces					
	Everything in Pulse & Sight +					
$\mathbf{\nabla}$	Highly available room control					
\checkmark	Drives in-room touch panel experience					
\checkmark	Customisable UX/UI					
\checkmark	Free MarketSpace of flat pack solution templates					
\checkmark	Configurable business logic and drivers					
$\mathbf{\nabla}$	Seamless multi-vendor interoperability					

Add-ons available for all subscriptions at an additional subscription cost



Ops add-on ALISTO per room per month



D

UC add-on

Cyber add-on Currently in selected tenancies only

Innomate Service Levels

Our Availability Promise

SLA Key / Definitions

SEV 1: Critical business impact due to > 5 spaces outage, HA, alerting, or vulnerability

SEV 2: Severe business impact due to outage in < 5 spaces, or functionality impairment in > 5 spaces

SEV 3: Potential or partial business impact due to functionality impairment in < 5 spaces

SEV 4: General queries and/or concerns which are not related to an immediate need





Service, delivered.

The results speak for themselves



ServiceNow

*Real data extracted from ServiceNow





The power of **ROI** x **Innomesh**

	Enables Direct Cost Savings on Hardware	 Re cc ar
	Enables Indirect Cost Savings on Support	 Re ar pr
	Increases Service Availability & Scalability	 In wi sc wi
!!	Consolidate your Service Footprint based on Data	 Ma bc co inc
₩Ţ.	No Programming Fees No Design Fees No Consultancy Fees	 Pr re de th

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educe hardware costs with no controllers, agnostic devices, and extended lifecycles.

Reduce on-site support costs, and resolve issues faster with proactive remote support.

ncrease your service availability with fault tolerant highly available olutions, and speed up delivery with fast scalability.

lake **data-driven decisions** ased on usage to reduce spaces, onsolidate technology and acrease service quality.

Promote standardisation and remove the need for third-party design, programming fees rhrough Innomesh's SaaS model.

ROI x Innomesh Direct Cost Savings

Without Innomesh						With Innomesh		
Lifecycle of Environment	Device Type	Number of Devices in Space	Cost per Device	Total Cost of Devices	Total Hardware Cost	Lifecycle Extension	Cost Saving	
E Vogro	Touch Panel	1000	\$2,750	\$2,750,000	\$4,250,000	+2 Vogro	\$2,550,000	
5 Years	Controller	1000	\$1,500	\$1,500,000	\$4,230,000	\$4,250,000 +3 Years	φ 2,330,000	

Existing touch panels will be offered a new life by getting connected to the cloud via Innomate's middleware. Existing controllers are utilised for their IO and can offer local failover (2N+1) via middleware.

Existing Spaces

Extended Device Lifecycles \checkmark

ROI x Innomesh Direct Cost Savings

Without Innomesh Number of Devices **Cost per Device Type Total Cost of Devices Total Hardware Cost** in Space Device 1000 **Touch Panel** \$2,750 \$2,750,000 \$4,250,000 Controller 1000 \$1,500 \$1,500,000

> Agnostic touch panels are typically 50% cheaper depending on what's selected. They can also be 100% cheaper if mobile phones are used. Controllers are not required (control is in the cloud). No licensing is required either. IO might be needed depending on the design.

New Spaces

No controllers, cost-effective touch panels 🗸



ROI x Innomesh Indirect Cost Savings

	Number of Spaces Supported	Average Number of Issues Annually	lssues Detected Early	Issues Resulting in Tickets (Reactive)	Issues Resolved Remotely	Number of On- Site Support Resources	Approx. Average Annual On- Site Support Resource Cost	Total 5-Year On-Site Support Cost
Without Innomesh	1000	1,400	0%	100%	0%	7	\$120,000	\$4,200,000
With Innomesh	1000	1,400	77%	23%	50%+	4	\$120,000	\$2,400,000 A Saving of \$1,800,000
Remote resolution is better equipped when remote viewing and hearing are possible. Self-healing is not applied in this projection. When applied, headcount is reduced further with Innomesh.						Without Innomesh	With Innomesh	

Number o

No Programming Fees \checkmark

100

Reduced On-Site Support ✓ Increased Support Efficiency 🗸

Spaces	Programming Fees	Programming Fees
0	\$5,000,000	\$0 With Standardisation

Unwavering training, documentation and support

Augmented Reality Training

Video Guides Including voiceover and captions

Knowledge Base Articles

Quick Reference Guides Including FAQ & Tips and Tricks

innomate/vxt dedicated



Virtual reality training deployed for one of our University customers.













Trusted globally by leading organisations











QUT Queensland University of Technology







eHealth



splunk> servicenow

slack





innomate

We play well with others

zoomrooms























Extron.



We connect the world's best





zoomrooms



Finarketspace Powered by if innomate



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Register now at: marketspace.innomate.io

Join the AV Revolution



Case Studies



University of Queensland Case Study

Summary

Challenges

- The first adopter of Innomesh
- Leading edge technology
- Legacy environment
- First time in the cloud

What's Next

- People Counting
- Archibus Integration
- Live Space Directory

In Production

• For the past 6 years

Goal: AV Transformation

Transforming the AV environment from native high-touch legacy AMX to a future-proof cloud-based data-driven environment, with modern technologies.

Achievements

- Transformed from legacy to modern technology.
- Co-existed with AMX, Extron, Biamp, Shure & Crestron.
- Substituted room controllers with cloud-based.
- Achieved 99.99% AV control availability.
- Provided a uniform user experience in all rooms.
- Equipped internal teams to be self-sufficient.
- Equipped integrators with no-code deployment.
- Provided workflows for integrator data entry.
- Boosted monitoring to raise service awareness.
- Transformed from reactive to proactive support.

Return on Investment

Cost Savings

With cloud-based control, no hardware controllers, no licensing, no device failures, higher deployment efficiencies and software reusability.

Rapid Delivery

With streamlined workflows for internal teams and integrators, powered by a no-code low-code platform and a standard e-Health service catalogue.

Retired AMX RMS.





"Innomesh has transformed the way our services are delivered. This will be a game-changer for the entire AV industry. We were able to migrate 190 rooms in just 8 weeks!"

Luke Angel, Senior Manager, AV Technology The University of Queensland

• Created a central search engine for room info.

- Generated data insights on usage and trends.
- Generated dashboards on environmental health.
- Cost savings with highly reusable software.
- Automated service configuration management.
- Higher service efficiency with automation.
- One alerting system for monitoring all AV things.
- Boosted room refresh speed (200 rooms in 8 weeks).



Unified User Experience

With a uniform user experience, accross all vendor hardware, in alignment with University guidelines and brand.

Better Service Quality

With template standardisation, higher availability, superior efficiency, pro-active support, unified observability and SLA's.

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QUT Case Study



Summary

Challenges

- Aging Infrastructure (10+ years)
- Vendor locked in with AMX-native

What's Next

• IPAM integration

In Production

• For the past 2 years

Goal: Agnostic Control

Multi-vendor strategy, agnostic to all manufacturers, with high observability, availability, supportability, open standards and leveraging existing infrastructure.

Achievements

- Agnostic AV Control cloud-native to AWS
- Site-to-site connectivity established in 2 weeks
- Support of legacy G4/5 touch panels saving \$\$\$
- Cloud-connecting & managing legacy equipment
- Non-intrusive with no change to user experience
- Cheaper hosting, with microservices and serverless.
- Co-existed with AMX, QSYS and Extron.
- Substituted room controllers with cloud-based.
- Fully hosted in Innomate's cloud.

- Advanced Network observability.
- Boosted monitoring to raise service awareness.
- Created a central search engine for room info.
- Generated data insights on usage and trends.
- Generated dashboards on environmental health.
- Highly configurable and reusable software.
- Automated service configuration management.
- One alerting system for monitoring all AV things.

Return on Investment

Cost Savings

With cloud-based control, no hardware controllers, no licensing, no device failures, higher deployment efficiencies and software reusability.

Multi-Vendor

Agnostic to manufacturers and open to all technologies, reduced cost and supply chain waiting-periods.





"The relationship forged between Innomate and QUT is underpinned by Paul and the team, enabling us to meet major steps. This, in turn, allows us to maintain a continuity of service and experience in learning, teaching and meeting spaces for our students and academics alike."

Tim Hinwood, AV Manager **Queensland University of Technology**



No Disruptions

Going through a large service transformation with no impact on end-users and no changes to the room.

Better Service Quality

With higher availability, higher efficiency, pro-active support, monitorability with applied SLA's.

The ANU Case Study

Goal: Going to Net-Centric

Transforming the AV environment from a conventional circuitbased to a net-centric model, where all things are connected, monitored, controlled and managed.

Achievements

- Co-existed with QSYS & Crestron.
- Co-existed with control applications by third-party.
- Provided custom insights on user sentiment.
- Provided a fully dedicated environment.
- Provided a fully dedicated data platform.
- Integrated to ServiceNow.
- Substituted room controllers with cloud-based.
- Achieved 99.99% AV control availability.
- Provided uniform user experience in all rooms.
- Boosted monitoring to raise service awareness.

Return on Investment

Cost Savings

With cloud-based control, no hardware controllers, no licensing, no device failures, higher deployment efficiencies and software reusability.

Responsiveness

With a net-centric model, and remote manageability, allowing for faster response and resolution.

Summary

Challenges

- Dedicated tenancy
- Dedicated data platform
- Azure (not AWS)
- Legacy equipment

What's Next

- Al capturing user sentiment
- AV cybersecurity

In Production



• Retired Crestron Fusion.



"Despite an immensely challenging return to campus, our service improvements resulted in people reporting improvements with AV support and overall experience. In a meeting with key people, one associate said: "I want to add a huge thanks to the team - it's been a very smooth start to the semester, and people feel much better supported." We haven't moved that dial in surveys before - ever! Thank you for a tremendous outcome!"

Dr April Weiss, Associate Director, AV Technology **The Australian National University**

• Transformed from reactive to proactive support. • Created a central search engine for room info.

- Generated data insights on usage and trends.
- Generated dashboards on environmental health.
- Highly configurable and reusable software.
- Automated service configuration management.
- Higher service efficiency with automation.
- One alerting system for monitoring all AV things.



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Better Service Quality

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UniSC Case Study

Goal: Modern Pedagogy

Providing academics with modern pedagogical capabilities and increasing teaching collaboration with tailored teaching experiences and technologies.ies.

Achievements

- Bespoke user experience designed from scratch.
- Achieved 2N+1 High Availability.
- Achieved OSYS auto-failover with dual networks.
- Delivered advanced complex spaces.
- Co-existed with OSYS & Crestron.
- Substituted room controllers with cloud-based.
- Fully hosted in Innomate's cloud.
- Achieved 99.99% AV control availability.
- Provided uniform user experience in all rooms.

- Boosted monitoring to raise service awareness.
- Created a central search engine for room info.
- Generated data insights on usage and trends.
- Highly configurable and reusable software.

Return on Investment

Cost Savings

With cloud-based control, no hardware controllers, no licensing, no device failures, higher deployment efficiencies and software reusability.

Advanced Simplicity

With advanced learning space technologies co-designed with and tailored for academics.

Challenges

• Network constraints

Summary

- Connectivty constraints
- Advanced complex spaces
- Unique user experience
- High volume of Ul's per room

What's Next

- MTR/Cisco Interoparability
- Logitech Sync Integration

In Production

• For the past 5 years



UniSC

"USC considers Paul Yahchouchy and his team to be visionaries in the global AV industry, with outstanding AV consultation and project management skills. USC recognises that successful on-time delivery of the Moreton Bay project would have not been possible without the involvement of a partner of their calibre"

Hayden Leiper, Audio Visual Team Lead University of the Sunshine Coast

• Transformed from reactive to proactive support. Generated dashboards on environmental health. • Automated service configuration management.

• One alerting system for monitoring all AV/UC things.



Unified User Experience

With a unique user experience, simplifying complex technologies and enabling modern pedagogy.

Better Service Quality

With higher availability, higher efficiency, pro-active support, monitorability with applied SLA's.

eHealth NSW Case Study

Goal: Agnostically Unifying AV & UC

Transforming the NSW eHealth AV and UC environment from a high-touch vendor-native environment to a future-proof cloud-based data-driven environment, leveraging agnostic modern technologies, data, cloud and Al.

Achievements

- Secured the challenging eHealth PSAF certification.
- Transformed a highly restricted environment.
- Created a tailored eHealth user experience.
- Unified Cisco, Shure, Crestron, Q-SYS, Microsoft & more.
- Unified alerting for AV/UC monitoring.
- Eliminated Crestron licensing for high ROI.
- Shifted controllers to cloud-based, driving high ROI.
- Achieved 99.99% AV control uptime.
- Unified user experience accross all rooms.
- Empowered internal teams with self-sufficiency.

Return on Investment

Cost Savings

With cloud-based control, no hardware controllers, no licensing, no device failures, higher deployment efficiencies and software reusability.

Rapid Delivery

With streamlined workflows for internal teams and integrators, powered by a no-code low-code platform and a standard e-Health service catalogue.

Summary

Challenges

- Security Assurance Framework (PSAF)
- Government hybrid cloud
- Complicated network connectivity
- Remote regions & sites
- Large scale (7000+ rooms)
- Extensive asset database

What's Next

- Advanced MTR & Cisco integration
- Rapid scaling
- People counting
- Advanced ServiceNow integration
- Sustainability & carbon emissionss

In Production









"Paul and the team are deeply passionate about both technology and service. That passion, combined with deep technical understanding and flexibility to explore new grounds, allowed us to work with Innomate to create systems capable of transforming the eHealth AV ecosystem and preparing us for the future."

Don Little, Senior Product Owner, AV & Collaboration NSW eHealth

- Boosted proactive monitoring to raise service awareness.
- Transformed support from reactive to proactive.
- Centralised search for quick room info access.
- Generated data insights on usage and trends.
- Generated dashboards for environment performance.
- High ROI with repeatable, fast-deployed room templates.
- Automated configuration management.
- Increased service efficiency with automation
- Delivered simple & advanced complex spaces.
- Hybrid pattern hosted in both eHealth & Innomate's cloud.



Unified User Experience

With a uniform user experience, accross all vendor hardware, in alignment with NSW eHealth guidelines and brand.

Better Service Quality

With template standardisation, higher availability, superior efficiency, pro-active support, unified observability and SLA's.



Take **control** of your **spaces**.



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