

WHITEPAPER

LOGITECH SYNC: DEVICE MANAGEMENT FOR THE HYBRID WORKPLACE

MANAGE HOME AND OFFICE DEVICES FROM ONE PLATFORM

logitech®



In the era of hybrid work, IT manages not only office video conferencing devices, but work-from-home devices, such as webcams, headsets, and docking stations, too. This additional responsibility creates a few key questions.

- Are employees actually using their work-from-home devices? If so, are they keeping these devices up to date?
- How are video conferencing devices and meeting rooms being used across your organization? Are there any opportunities to improve meeting quality and provide more equitable meetings for all?
- How can IT manage and monitor video conferencing devices in a hybrid environment, while still having time for other tasks?

With these issues solved, IT can reduce trouble tickets, increase the adoption of the webcams and headsets deployed, and reduce employee churn by enabling everyone to feel seen and heard at work.

In this whitepaper, we'll explore:

- The need for equitable hybrid meetings
- How to increase employee adoption of video conferencing devices
- How Logitech Sync helps IT manage and optimize video conferencing devices required for distributed teams to effectively collaborate

Hybrid meetings could and should be equitable

At this point, we can think beyond video conferencing as a novelty or hurdle, and focus on creating an equitable hybrid meeting experience for the long term. If you've ever been on the remote end of a bad hybrid meeting, then you're familiar with the struggle to be seen and heard while the rest of the group easily connects face-to-face around a conference table.

But let's say you've already equipped your employees with video conferencing tools and training, but something still isn't right. Maybe people are going into your office conference rooms and taking calls on their laptops rather than the room system, or perhaps most of your employees still prefer to leave their cameras off during meetings. Situations like these hurt meeting quality and result in more help requests for IT, becoming a drain on productivity for all.

To fix this, it's important to understand what's going wrong and to identify the areas of opportunity. To get there, you'll need insights into how meetings happen at your organization today.

Are devices being used, or sitting idle? Are too many people squeezing into a too-small huddle room, or are your biggest conference rooms sitting empty? With this data, you can pinpoint opportunities to make meetings more productive and equitable.



Everyone should be able to participate meaningfully from anywhere.

Getting employee buy-in

It's also important to get employees to use the work-from-home devices you deploy. Even the best webcam on the market is useless if employees can't easily keep it updated and adjust the settings to meet their needs. Fortunately, there is a software solution that can help improve the quality of hybrid meetings while also encouraging broader device adoption among employees.



Manage office and work-from-home devices from anywhere with Sync.

Introducing Logitech Sync: Management Made Simple

Enable your distributed teams to work from anywhere with a single platform providing complete device management coverage from meeting spaces to home offices.

Sync is a remote, cloud-based monitoring and device management tool that makes it easy to support your video deployments from a simple browser-based interface.

Now it's simple to manage, monitor, and gain valuable insights from your organization's home and office video collaboration devices from anywhere.

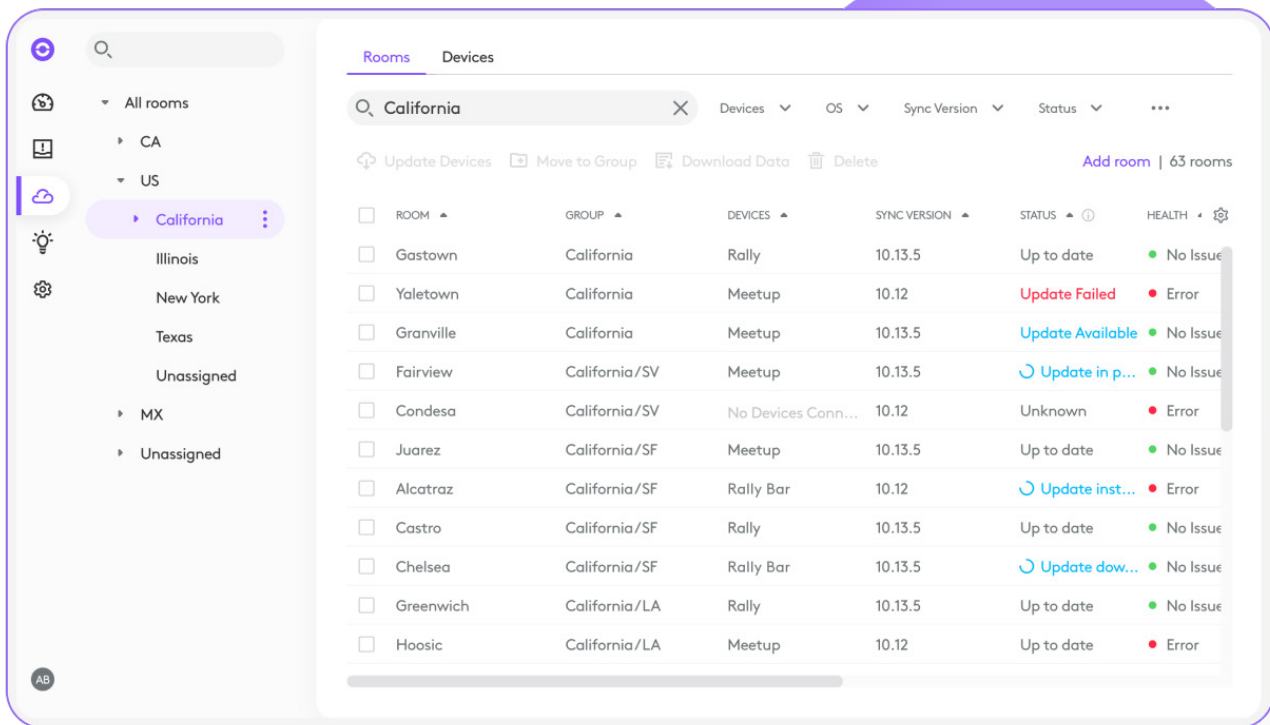
Let's take a look at how Sync makes it easy to support your hybrid workforce.

Manage meeting room devices

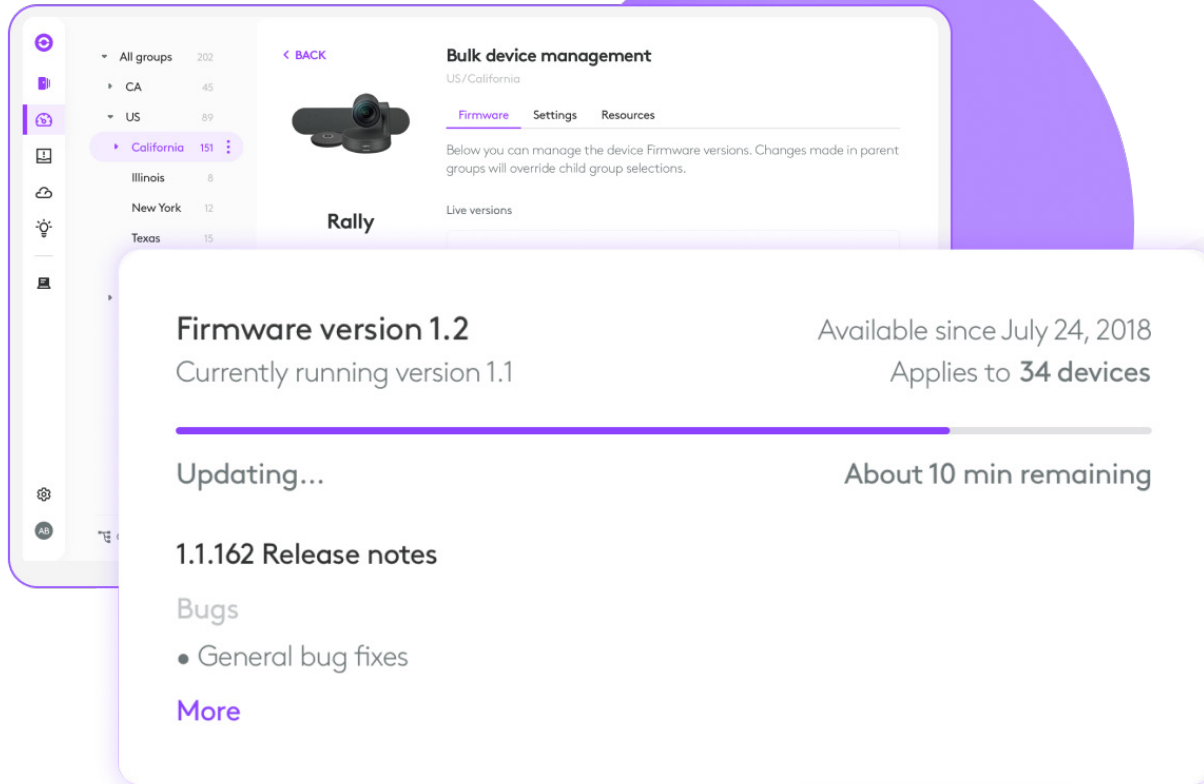
Sync supports both on-demand and scheduled updates, making it easy to remotely deploy the latest firmware to connected meeting rooms via the Sync dashboard.

With scheduled updates via Sync, deployment can be specified for overnight hours to minimize disruptions and keep rooms always ready for business.

It's also easy to configure meeting room devices with Sync. Simply select an individual device or group of devices connected to Sync, choose an action (such as enable/disable features like RightSight autoframing) and let Sync make it happen from anywhere.



Sync keeps an enterprise-wide inventory of all connected devices and their corresponding status.



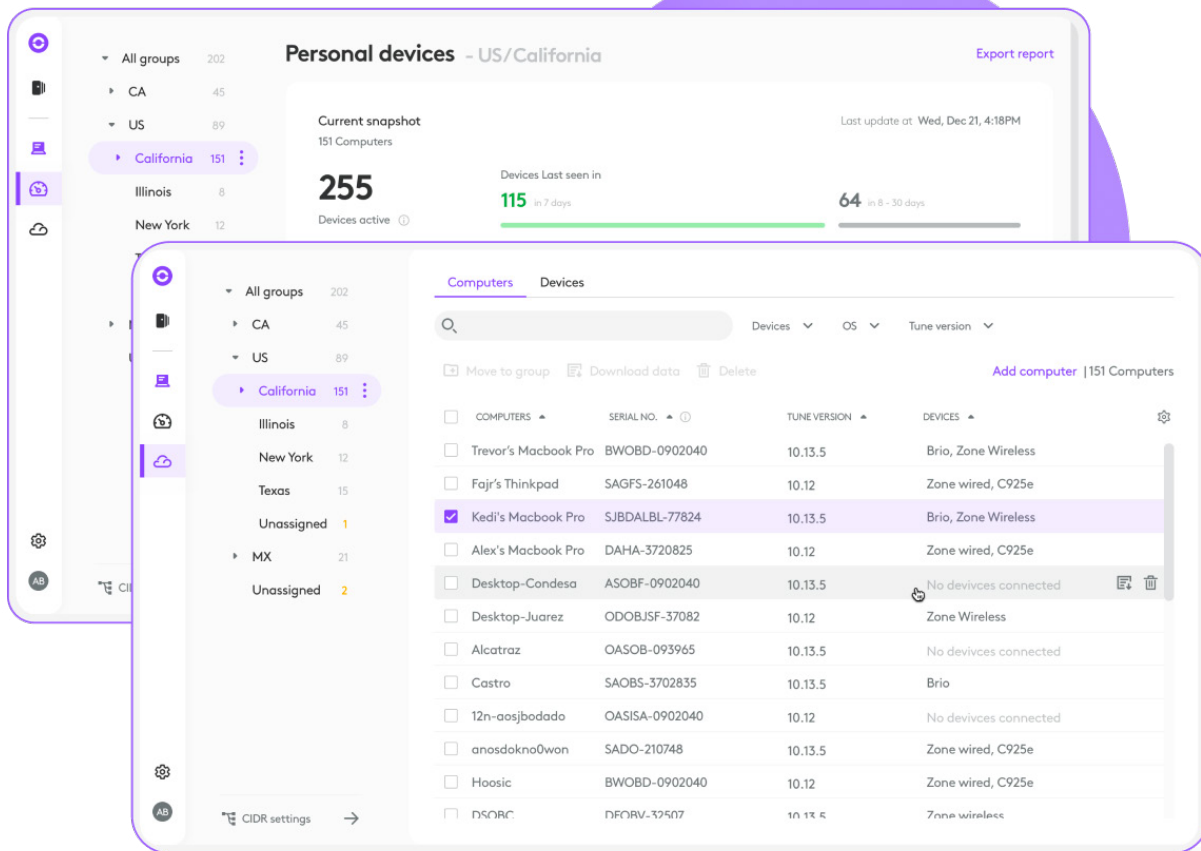
Scheduling, settings, and tasks are managed through the browser-based interface.

Manage personal collaboration devices

For distributed teams, Sync integrates with **Logi Tune** to provide insight into select Logitech personal collaboration devices¹.

After deploying Logi Tune to employee computers, IT will be able to:

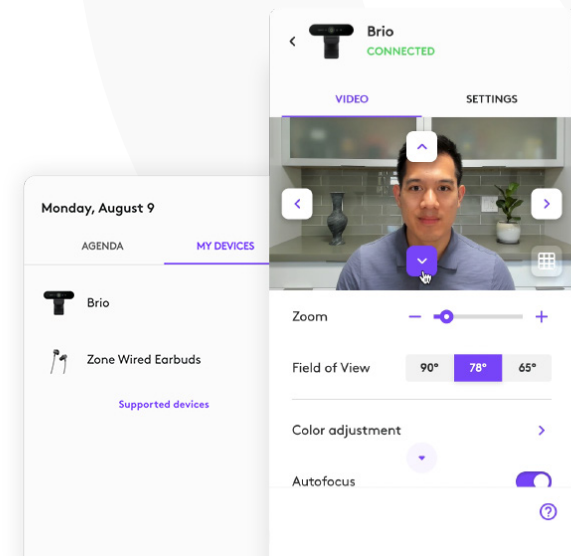
- **Track device usage:** Track personal collaboration device adoption to see which employees are using their webcams, headsets, and Logi Dock.
- **Deploy firmware updates:** Minimize device issues for remote workers by keeping firmware up to date and in working order.



Sync enables you to track adoption of personal collaboration devices from anywhere.

Logi Tune can also help employees control the way they look and sound in their video meetings by empowering them to:

- Adjust their webcam frame, focus, and filters
- Calibrate their headset or Logi Dock audio for meetings or music
- Manage their speaking volume and minimize background noise
- View upcoming meetings and join with one touch



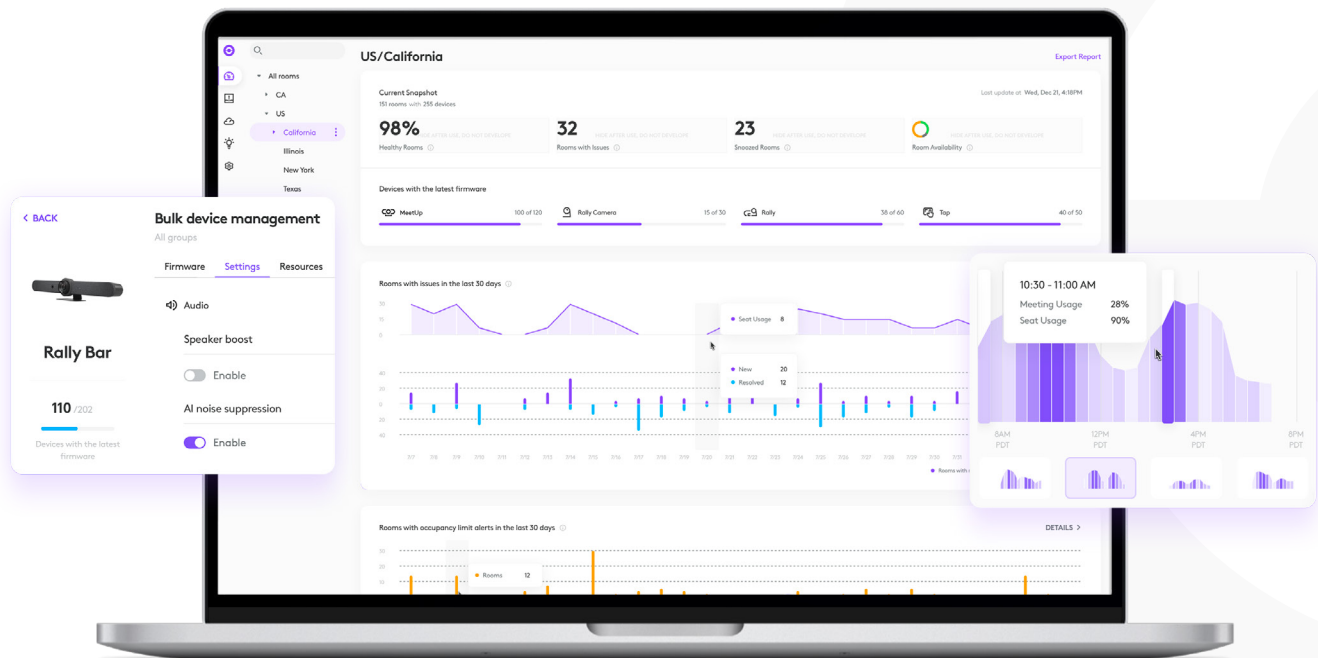
Users can easily adjust webcam settings to their liking with Logi Tune.

Monitor and resolve issues in real-time

Sync automatically monitors a wide and growing list of Logitech and third-party devices (including webcams, speakers, touch controllers, and more) in real time, flagging potential issues before they become problematic.

The Sync dashboard pinpoints diagnostics, like a disconnected USB cable or a missing component, which keeps IT from wasting time with onsite visits. These issues can even be sent directly to IT staff's inboxes with email alerts or become a part of workflows in ServiceNow.

The monitoring function gives IT valuable insight into every video meeting room, too. And from the user's point of view, everything works as expected every time they arrive for a meeting.



Sync features a simple graphical interface that displays the real-time status and functional readiness of every connected device and room throughout the organization.

The image shows a configuration interface for Logitech Sync alerts and a notification card. The configuration interface has tabs for 'Users', 'Bulk provisioning', 'Alerts', and 'Account'. A note states: 'This is the free trial of 3rd-party notification integrations'. Below this, instructions read: 'Set up Email notification or link Sync directly to the domain of your IT service management tools. Sync will push monitoring information and notifications so you can ensure your team is always in the loop.' The 'Email notification' section is 'ACTIVE' and includes a table of settings:

Notification trigger	Device Errors, Device Warnings, Occupancy limit alert
Mute alerts	1:30 AM - 3:30 AM, 4:00 AM - 4:30 AM
Grace period	30 min
Email batch options	Wait and send in batch (4 Hours)
Resolution email	Turned on
Email Receivers	Kimmy McIlmorie, Smith Frederick

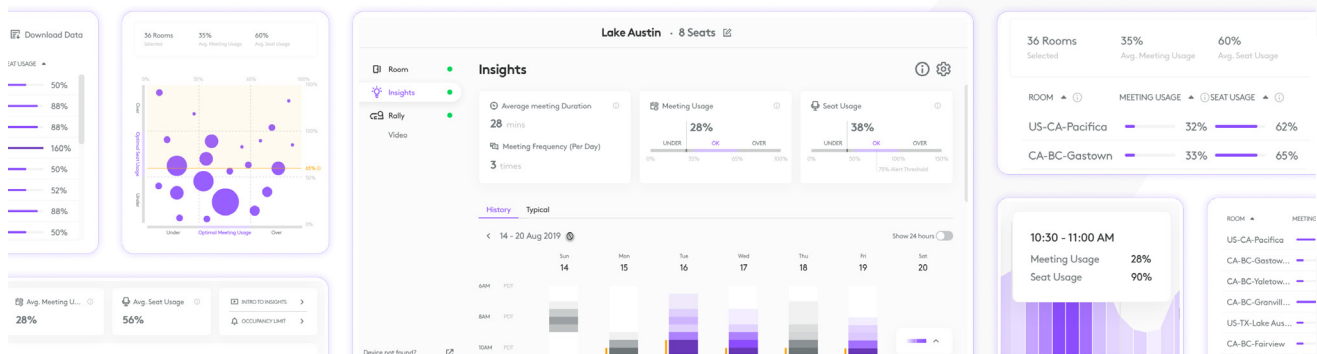
Below the table is the 'servicenow' logo and a step: '1. Set up in Service Now'. A note says: 'To get started, ensure that you've set up the Logitech Sync Service Now app here.' The notification card is titled 'Lake Austin' and shows a 'Rally camera was disconnected at 12:30 PM CST.' with a 'Check It Out' button. The card also shows 'US / Texas' and a location pin icon.

Sync provides alerts pinpointing the source of a range of issues, making next steps clear.

Measure with dashboards and insights

Sync tracks meeting room, seating, and video collaboration equipment usage to provide actionable insights about how to optimize all three from anywhere. These measurements help IT better understand how meeting rooms are being used. Are they consistently booked or often empty? Is there enough seating available?

IT can use this data to mitigate potential room and provisioning issues as well as contribute valuable intelligence to business partners within their organization's Facilities, Health & Safety, and HR teams.



Sync can help optimize space and resource planning by understanding how frequently rooms are used, when and for how long.

Manage devices with ease as your organization grows

Sync works for organizations of all sizes. From organizations with a small number of video-enabled meeting rooms to enterprises with tens of thousands of video devices, Sync provides one uniform cloud-based browser interface to manage it all.

Sync supports [multitenancy](#), making it an ideal solution for Managed Service Providers (MSPs) and enterprises to manage across multiple customers and IT organizations. Large enterprises can easily separate meeting room management for each of their subsidiaries in any geography. MSPs can offer Management-as-a-Service to their clients without mixing environments.

Because Sync employs end-to-end encryption and never collects nor transmits audio, video, or shared content, meeting data remains private and secure.



Sync easily scales to support any number of video devices within an organization, no matter where they're physically located.

Sync Scenarios

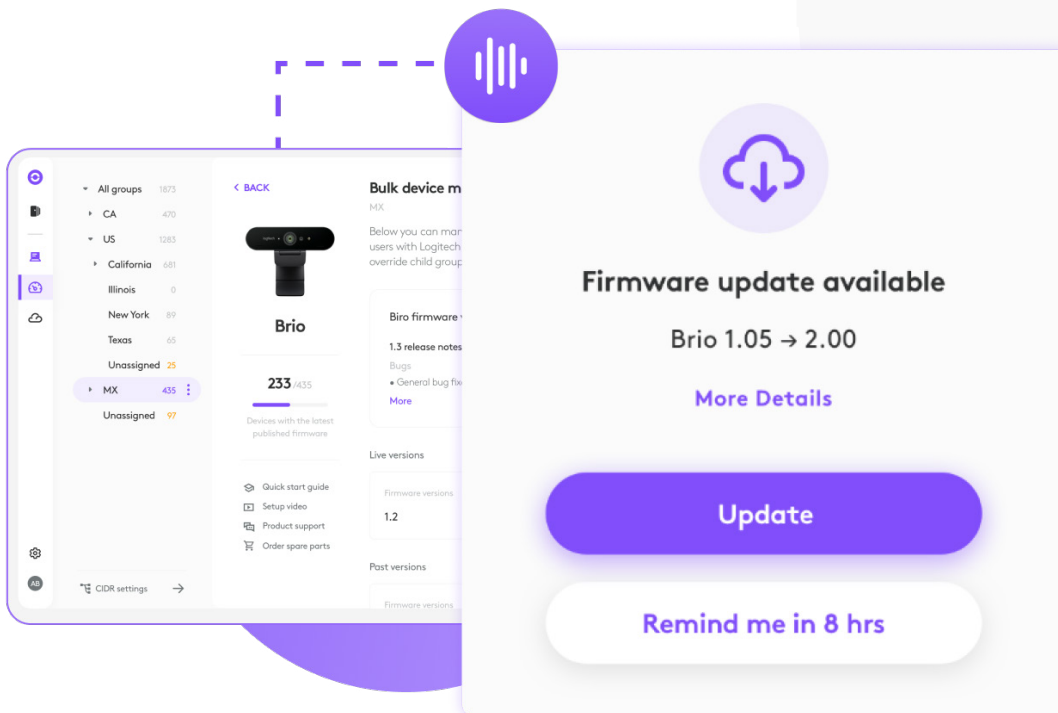
Here are some examples of how Sync can be used to address real-world issues:



FIRMWARE UPDATES

The old-fashioned way to deploy firmware updates was to physically send a member of the IT team to every meeting room to connect a laptop to individual webcams (or other updatable devices) and push the latest update, one device at a time. This update model is incredibly inefficient as well as impractical for serving the increasing numbers of people working from home or other remote locations.

With Sync, you can remotely adjust settings and push firmware updates to meeting room devices to ensure your deployment is operating at its peak. For personal collaboration devices, integration with Logi Tune lets you remind users to update their webcams, headsets, and Logi Dock devices connected to personal computers at remote locations or office desks.



Logi Tune can notify users of available firmware updates.



REMOTE TROUBLESHOOTING

IT receives a support ticket saying that the audio in a distant meeting room has stopped working. What's the cause of the issue? Does it require a costly house call to diagnose?

With Sync, the IT administrator can see right away what's going on. For example, if a user disconnected the USB cable, plugged it into their laptop, and then forgot to restore the original connection when their meeting ended, then Sync will report that a USB port is disconnected. With Sync, IT will always know exactly what the problem is rather than having to troubleshoot.



HEALTH & SAFETY INSIGHTS

As organizations establish new protocols to help keep their employees safe at work, many set occupancy limits for indoor meeting spaces to accommodate social distancing. Sync can provide real-time compliance data by tracking how people are actually using the rooms.

If a room is designated for a maximum of four people even though groups of 10 people often meet in the space, then Facilities can see that data and consider removing half the chairs to prevent overcrowding. Sync-generated insights can ladder up and help management stay on top of workplace health and safety guidelines.



RELIABLE RESOURCES

Meeting rooms are only valuable if they're used, and user adoption depends on reliability as much as functionality. If your organization outfits meeting rooms with subpar video conferencing equipment, then employees may stop using your meeting rooms altogether to avoid technical difficulties and other delays.

Sync ensures that meeting rooms are always ready for the next meeting, offering insights into how your rooms and equipment are being used. IT can use this data to build trust among staff, drive the adoption of meeting rooms and video collaboration, and increase the overall ROI.



EXPERIENCE CONSISTENCY

For a consistent user experience, everyone should be able to join and participate in meetings with the same ease and convenience, regardless of which meeting room or home office they're joining from. People like consistency, especially when they don't have to think about devices and settings and are able to focus on their work instead.

For example, let's say you have two meeting rooms in your office. One has a Logitech Rally Bar that still runs on an old CollabOS version. The other meeting room has a fully-updated Rally Bar running on the latest CollabOS release. The newer device has Logitech RightSight 2, so the camera automatically frames the active speaker during meetings. Next door, the older Rally Bar lacks this functionality, so employees think it's broken and put in a trouble ticket.

Sync eliminates such scenarios, thereby supporting increased user adoption and satisfaction through a consistent experience that takes the technical difficulties out of video meetings.



RightSight 2 autoframes the active speaker during meetings.



ROOM OPTIMIZATION

Sync helps planners ensure their organization has enough of the right size rooms and that utilization matches demand.

Maybe in the current state, meeting rooms with 10 seats never have more than a few people in them. Or certain huddle rooms are consistently over capacity. Or maybe there aren't enough focus rooms available, so people book the boardroom for their personal use.

Sync observes and measures all of this – and provides a data trail that can justify expanding or reducing meeting room capacity to align with actual room usage.

Monitored. Managed.

Sync can monitor and manage many products in the Logitech VC portfolio. Use Sync to **monitor** and **manage** a growing list² of Logitech devices, including:

Meeting Room Devices

MeetUp	Rally	Rally Bar	Rally Bar Mini	Rally Camera	Rally Plus
Scribe	Swytch	Tap	Tap IP	Tap Scheduler	

Webcams

BRIO	C920c	C920e	C925e	C930c	C930e
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Headsets

Zone Wireless	Zone Wireless Plus	Zone Wired	Zone Wired Earbuds	Zone True Wireless	Zone True Wireless Plus
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Docks

Logi Dock

Additionally, select Logitech and third-party devices³ installed in meeting rooms can be monitored but not managed with Sync:

Logitech Devices

BCC950e	PTZ Pro 2	ConferenceCam Connect	GROUP
CC3000e	Smartdock	C930e	

Third-party Devices

Poly Studio	AVer CAM540	AVer CAM520 Pro	AVer VC520+	AVer VB342	Yamaha CS-700
Huddly IQ	Crestron-UC-Soundbar	Polycom EagleEye Director II	Polycom EagleEye IV USB	Polycom MSR Dock	Shure P300

Conclusion

Video everywhere = lots of devices. Anytime you've got a lot of something, you need a way to manage it all. Sync is the simple answer to efficiently Monitor, Manage and Measure video and home office devices and meeting rooms on any scale.

Next steps

Visit the [Sync Portal](#) to get started, or log into your existing account to add more rooms and personal collaboration devices.

For Sync-related questions, contact us at sync@logitech.com



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¹ List of supported devices: <https://prosupport.logi.com/hc/en-us/articles/360062762853>

² List of fully supported Logitech devices: <https://prosupport.logi.com/hc/en-us/articles/360040953234>

³ List of Logitech and third-party devices that can be monitored with Sync: <https://prosupport.logi.com/hc/en-us/articles/360044122774>

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