ViewSonic Transforms Meeting Collaboration with Zoom Rooms

"Users can mute, ask questions, raise hands, chat during the meeting, change volume – anything having to do with meetings, Zoom Rooms have. "

— **Billy Lee, ViewSonic Corporation IT System Administrator**

INTERVIEWED

▸ Billy Lee

CHALLENGE

▸ Upgrade meeting software solution to add functionality and ease

▸ Improve user experience with better audio, collaboration and control features

▸ Function seamlessly across all device types

VIEWSONIC SOLUTION

▸ Zoom Room delivered on all requirements

▸ All conference with ViewBoard IFPs became collaborative Zoom Rooms

RESULTS

▸ Deployment was fast and easy

▸ Users became efficient Zoom Room operators with minimal training

▸ Ongoing feedback is overwhelmingly positive: Zoom Room is reliable and easy to use

▸ No reports of lag, delays or disconnections

▸ Audio quality is clear and crisp

▸ Users can easily see one another and share and markup content

PROFILE

Founded in California in 1987, ViewSonic has been a leading global provider of visual solution products for over 30 years. ViewSonic innovates products that keep the world connected with a portfolio of professional-level visual solutions that enhance the way we compute, collaborate, communicate and connect. ViewSonic products include LED monitors, interactive commercial displays, ViewBoard touchscreen displays, projectors, thin clients, zero clients and smart displays.

CHALLENGE

Effective video conferences reduce travel expenses and improve efficiency. ViewSonic was looking to upgrade its meeting software solution to improve the user experience and expand collaboration capabilities. The company needed a system that would seamlessly accommodate participants in several onsite conference rooms as well as remote attendees across the world. Requirements included the ability to interface with a wide range of devices; robust collaborative capabilities that would enable all participants to share content; and ease of use for all participants.

SOLUTION

In June, 2018 ViewSonic joined forces with Zoom to add enhanced meeting collaboration capabilities to its ViewBoard® interactive flat panel (IFP) displays. The leader in modern enterprise video communications, Zoom was a natural fit, offering cloud-based video and audio conferencing, collaboration, and chat across mobile devices, desktops, telephones, and room systems.

Working with Zoom, ViewSonic adapted its myViewBoard™ software for complete, seamless compatibility with all Zoom plans. The company embedded the Zoom Client app into all of its ViewBoard IFPs and commercial displays.

The integrated Zoom client has become a popular ViewBoard feature. Zoom ranks at the top of Gartner peer insights, TrustRadius authenticated reviews and G2 crowd-sourced enterprise tech reviews. ViewSonic's Zoom integration enables customers to easily launch Zoom from their conference room ViewBoard IFPs and connect meeting participants across their corporate campus and around the world.

ViewSonic Transforms Meeting Collaboration with Zoom Rooms

IFP7550:

▸ Ultra HD Resolution

▸ 20-point Multi-touch Interactive Screen

▸ One-Touch Save to Google Drive

▸ Out-of-the-Box Collaboration

For their own conference rooms, then, Zoom was the obvious choice. Specifically, ViewSonic decided to transform their meeting rooms into Zoom Rooms with Zoom's software-based conference room solution.

"Zoom Rooms are different than other Zoom collaboration tools," said ViewSonic Corporation IT System Administrator Billy Lee. "They're virtual rooms that anyone you want to invite can join and share, much like a physical conference room."

Zoom Rooms, said Lee, met all of the company's requirements, and then some. The process of creating a virtual Zoom Room, said Lee, is easy. Just send an invitation and your invitees enter a code and log on. They can then collaborate, share screens and a whole lot more. Sharing content and whiteboarding are equally intuitive. Participation is as easy and robust from a smartphone or the ViewBoard itself.

ViewSonic Corporation converted its nine conference rooms into Zoom Rooms. Each room features a ViewBoard IFP, in sizes ranging from 55" to 85". The rooms see heavy use on a daily basis, connecting internal ViewSonic employees with customers, distributed sales teams, remote colleagues, suppliers and other partners.

RESULTS

As of this writing, ViewSonic employees have been using Zoom Rooms for just under a year. Lee said he hears positive feedback on the virtual conference rooms nearly every day.

"User feedback has been incredibly positive. We hear the same comments over and over when users come out of the conference rooms," said Lee. "They tell us the system is very easy to use. That there's no lag, delays or disconnections. And that the sound is crystal clear."

Collaborating in a Zoom Room, said Lee, is essentially just like having a room full of people. If the conference room has a camera, and all participants have cameras, everyone can see and be seen by everyone else. Some are in the physical conference room. Others can be anywhere. From their desk down the hall to another continent. The Zoom Room incorporates everyone into one productivity-boosting space. It may be virtual, said Lee, but the visual interface makes it feel like everyone is nearby.

Getting to the good feedback was fast and easy. Deployment, said Lee, is as simple as installing the application and obtaining the appropriate licensing from Zoom. For the best experience, said Lee, rooms should have a camera and some type of mic, both of which are integrated into ViewSonic ViewBoard IFPs.

"Our conference rooms have ViewBoard IFPs, of course, so they're preloaded with the Zoom Client app," said Lee. "Other users needed to download the app. We also added ViewSonic slot-in PCs to our conference rooms for added computing power and a complete Windows experience."

ViewSonic®
See the difference®

ViewSonic Transforms Meeting Collaboration with Zoom Rooms

Whether familiar with using a cloud-based meeting system or not, getting going is a snap. Users can initiate a meeting or receive an invitation, type in a share key and connect in an instant. Once logged into a virtual Zoom Room, they have the option to share content from their computer onto the ViewBoard conference room display and markup content for all participants to see. The meeting moderator controls who has the ability to share and whiteboard.

"There are loads of features and it's all very seamless," said Lee. "Users can mute, ask questions, raise hands, chat during the meeting, change volume – anything having to do with meetings, Zoom Rooms have."

Importantly, the Zoom Rooms eliminated problems the company had encountered with prior meeting software. Users find it more user-friendly and intuitive; the connectivity is seamless; and audio and images are always crisp and clear.

"It utilizes very little bandwidth," said Lee. "Not only does it work well in our corporate environment with fast internet. Even those joining remotely with a cell phone can connect seamlessly and have clear sound and images – even if they only have two bars."

Plus, said Lee. The IT department was spared the need to conduct extensive training. A ten minute or less briefing for first-time users is all it takes. And for remote users, Zoom enables on-demand recording, which let the IT team save and send that briefing whenever and wherever anyone needs it.

"I can't say enough about all the great features Zoom Rooms provide," said Lee. "The visual interface and controls are fantastic. Users can control the Room from their device or the ViewBoard itself. You can call and connect people from your contact list. You can incorporate your IP telephone system, add a scheduling system, use a tablet to control the room. There are too many to mention. It's an amazing tool for our customers, and it's been amazing for us as well."

For more information contact your ViewSonic representative today.
ViewSonic Sales: (888) 881-8781 or salesinfo@viewsonic.com