



# State-of-the-art AV solution facilitates effective collaboration for The Ardonagh Group

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**The Ardonagh Group is an award-winning UK-based intermediary specialising in providing best-in-class broking services to multiple sectors.**

Its advice-led, community-focused insurance and risk management services enable clients to access regional and specialist support and advice, backed up by one of

the world's leading insurance brokers. Ardonagh employs more than 12,000 people, has more than 250 offices globally with a 2024 income of \$2.5 billion

## The Key Facts

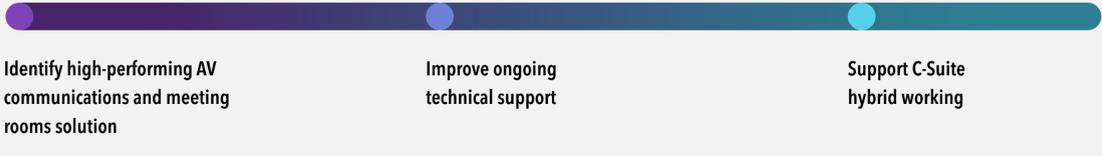


## The Challenge

Effective audio and video (AV) communications and meeting rooms technologies are seen as a critical enabler when it comes to supporting Ardonagh's day-to-day operations. It was unhappy with the support service and specification of its existing AV equipment provider and saw the opening of a new office in London's Mayfair as an opportunity to explore alternative vendors in search of a more high-performing solution.

Ardonagh needed a solution capable of effectively supporting hybrid working, delivering enhanced functionality and providing an improved user experience for its C-Suite executives. Any proposed solution needed to be reliable, easy to use and deliver high-quality images and sound for important meetings. Having worked with Softcat on previous AV projects, Ardonagh asked for help in sourcing a feature-rich solution underpinned by a comprehensive support service.

## Critical Success Factors



Identify high-performing AV communications and meeting rooms solution

Improve ongoing technical support

Support C-Suite hybrid working

## The Solution

**Based on pre-established proofs of concept achieved in a number of ad hoc AV installations Softcat had provided following issues with its previous vendor relationship, Ardonagh had confidence it could deliver a fit-for-purpose solution.**

It needed to enable bring your own device (BYOD) capabilities to ensure users working from different domains within the business, using different devices, could interact seamlessly through Microsoft Teams and be accessible to everyone.

"We'd had a good experience with Softcat during the previous engagements. It had demonstrated a superb knowledge of the AV marketplace, and a clear understanding of our particular needs. Softcat carried out an extensive vendor assessment to identify a solution partner that would deliver the performance and functionality we needed, as well as providing the comprehensive support package we wanted. "Softcat was determined to source the right product for our needs, rather than chasing the highest margin. We felt this illustrated its commitment to customer service and satisfaction, rather than concentrating on the hard sell. It also provided critical advice around how best to configure the solution and how to integrate additional kit, like interactive whiteboards for the C-Suite. It also shared knowledge around similar successful implementations in other organisations and the optimal type of maintenance package we would need." - Tim Brown, Property and Facilities Director, The Ardonagh Group

Softcat recommended a neat.bar pro solution that could be tailored to the new office space and Ardonagh's precise user needs. Prior to the implementation, Softcat provided demonstration kit to enable C-Suite users to get a feel for the technology and assess its suitability to ensure minimal disruption to their day-to-day activities.

Softcat partnered with IT services provider, Greensafe, and leading workplace collaboration specialist, Carillon Communications, to procure end user devices and implement the solution. The neat.bar pro solution was selected due to its ease of use, intuitive user interface and capacity to seamlessly integrate with Microsoft Teams. Hardware included neat.bar pro and neatcentre cameras, six in-ceiling speakers and two Shure ceiling microphones to provide optimal audio capture. To ensure an aesthetically pleasing and unobtrusive installation, all AV hardware, including amps, is connected to a central comms room. To help encourage an inclusive and engaging meeting room environment, intelligent AI-driven features provide automated camera symmetry and framing to ensure meeting participants are captured clearly and professionally. The solution also included a neat.pad for convenient room booking, alongside comprehensive support from Carillon Communications' dedicated service desk.

"When Tim initially got in touch, we knew we needed to find a simple-to-use solution that would 'just work.' We understood that C-Suite users really don't have the time to be fussing about with technology and that meetings needed to be efficient, professional and start on time. "The neat solution matched all of Ardonagh's needs and Carillon Communications was involved from the get-go. It took great care scoping out designs, producing system schematics and specifying rack layouts to ensure a precise and scalable deployment. It also helped ensure an optimal integration with Microsoft Teams was achieved in line with the office refurbishment schedule." - Jude Blake, Softcat Deputy Team Leader and Senior Collaboration Specialist

## Solution Highlights



Extensive client collaboration and marketplace research to identify suitable technologies

Unobtrusive installation of neat.bar pro AV solution with built-in AI features and full-service desk support

Assistance with solution configuration and Microsoft Teams integration

## The Benefits

The overriding benefit of the neat.bar.pro solution is its capacity to enable more simple and effective collaboration for Ardonagh's C-Suite executives. Through enabling hybrid working, supporting BYOD integration and

delivering high-quality AV functionality it has the capacity to enhance internal efficiency and ensure an optimal client experience.

**“The cost of implementing the solution was a huge investment, so it was important to get it right first time. The new technology really is state of the art. It intelligently tracks individuals and provides the much-improved user experience our senior executives had identified as a priority”**

Tim Brown, Property and Facilities Director, The Ardonagh Group

"Softcat, and its delivery partners have provided excellent service throughout. They put significant effort into identifying suitable hardware and ensuring the correct solution configuration was implemented. Each provider moved at pace and ensured the solution matched our expectations and was delivered on time. "Although we have small in-house IT support group, the added security of Carillon's service desk is an

important value-add. While we can deal with any minor issues, anything more complicated can be escalated to Carillon. We did have an issue with a piece of hardware that was malfunctioning, but it was quickly resolved with replacement hardware. It augurs well for our future relationship with Carillon, and we continue to have regular calls with Jude from Softcat to ensure the solution continues to deliver on its promises."

## Benefits at a Glance



State-of-the-art AV solution delivering enhanced user experience

Significant vendor support throughout implementation

Ongoing support from dedicated service desk

## Why softcat

"Softcat have successfully provided hardware and advice to Ardonagh before. In this case they took the time to illustrate various providers solutions without any push in a particular direction. When the right option was selected, they provided a proposal with the support of their installation partners.

**“Prices were competitive and the ongoing support pre, during and post installation have been excellent.”**