



**Yorktel Announces Advanced Monitoring for the Mixed Environment Workplace**  
*Monitor and manage multiple OEMs in one universal solution*

**Eatontown, New Jersey (August 26, 2020)** Yorktel, a leading provider of collaboration and managed service solutions for enterprise, public sector, education and healthcare customers worldwide, today announced the availability of universal Monitoring and Management for the Modern Workplace. This first-to-market service is an enhancement to Yorktel's existing solutions and provides Monitoring, Management and Analytics to address mixed environments involving multiple OEMs and devices across thousands of locations.

For organizations looking to provide a coherent service across their technology estate, Yorktel is the only provider offering a single pane of glass monitoring and analytics for Microsoft Team Rooms, Zoom Rooms, and Legacy SIP/H.323 devices. The service includes complete incident detection and device monitoring from the cloud to the endpoint, and if desired, to the earpiece of a participant, to ensure the most comprehensive view of the workplace collaboration landscape. With this single monitoring and management solution, managers and administrators use just one provider to manage all meeting rooms (and home offices) and both modern software-based codecs and legacy devices.

- **Yorktel Monitoring** provides unparalleled insight into the conference experience across all Windows 10 Microsoft Teams Rooms, Zoom Rooms and Cisco and Poly devices using best of breed OEM tools and Yorktel proprietary solutions.
- **Advanced Reporting and Analytics** are customized by Yorktel's Microsoft PowerBi Architects and provide a multi-environment view for customers to refine data points and improve their decision-making process by looking at the entire system working together.
- **Service Enhancements** to adjust to the current times include more automation and AI solutions to escalate and resolve issues. Yorktel's service differentiates and prioritizes events from minor blips to service-impacting incidents; detects issues before they become client-impacting; immediately identifies root causes such as a device problem vs. cloud problem; automatically closes tickets for issues that have self-healed; and provides AI-powered automatic notifications and fix recommendations for workers to remediate and restore devices without on-site support.

"Yorktel stands out as a next-generation service provider because of its long history of managed services, its OEM agnostic approach and its ability to continue to rapidly pivot to market trends," commented Ken Scaturro, President & COO, Yorktel. "Rather than determining a single solution for every client, we use best practices to orchestrate an ecosystem of digital workplace solutions that fit those resources and needs. With this enhanced monitoring service, enterprises will be able to maximize their systems to stay agile and scale their business in a critical moment in time."



Acceleration of enterprise digital transformation increasingly favors the modern worker, adding multiple devices, individual room differences, collaboration across more solutions and an increase in the use of intelligent communications at multiple endpoints. The next-generation endpoints, however, are OEM specific and fail to address the reality of mixed environments with multiple OEMs and software-based devices and legacy devices. Yorktel has created a universal solution to monitor and manage the change: encompassing the diversity and scale of the workplace, eliminating on-site visits with more intelligent service enhancements, and maintaining Microsoft Teams, Zoom, and Poly and Cisco in tandem.

### **About Yorktel**

For over 35 years, Yorktel ([www.yorktel.com](http://www.yorktel.com)) has been a leader in helping enterprise, healthcare, education and public sector customers plan, navigate and successfully execute their digital workplace transformation initiatives. Our global team works with yours to ensure all aspects of these initiatives, including systems evaluations, network preparedness, technology assessments, change management planning, device and network management and monitoring have been addressed. We then design, integrate and manage the communication and collaboration solutions that enable your connected workforce. Follow Yorktel on Twitter: [@yorktelcorp](https://twitter.com/yorktelcorp).

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