



CASE STUDY



In a discussion with David Jenkins, Director ROC, Smart Buildings & Scotland, learnd. Read about how we transformed their Remote Operations Centre (ROC) with an advanced Video Wall solution.



We sat down with David Jenkins, Director ROC,
Smart Buildings & Scotland at learnd

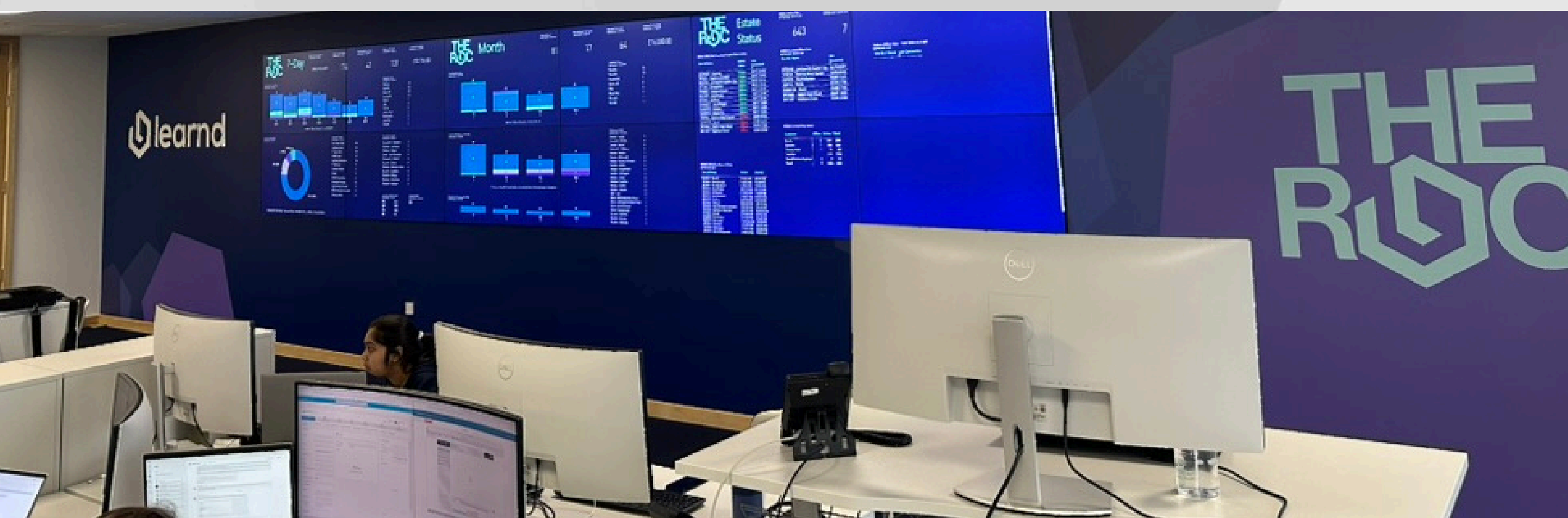
The Background

learnd is primarily a BMS and Energy Management company that combines technology with engineering capabilities to enable buildings to operate more efficiently. The company look after one in 20 large, non-residential buildings in the UK from hospitals and schools, to workplaces, data centres and shopping centres.

David shares; “I joined, *learnd* in May of 2023 through a company acquisition and currently one of my roles is to look after the Remote Operation Centre (ROC) in Glasgow where we connect to just under 2000 buildings in the UK.”

“It was when we were relocating our Remote Operation Centre (ROC) from Stockport to Glasgow when we began working with Trust through a referral. Our aspiration was to create a new Centre with state of the art, cutting edge technology that operates within it. This wasn’t only from a look and feel perspective, we also wanted to demonstrate to our customers we were investing and what we do for them.”

David continues; “We shared our vision with the Trust team who reviewed the options available and proposed a couple of different solutions. Following a series of consultations, we selected the proposed solution built on the VuWall platform. Our decision was based on Trust meeting our requirement to ensure we had a solution that was futureproof whilst maintaining the right cost point. We then moved to a live demo which confirmed that the solution delivered the functionality we needed, and we then proceeded to work with Trust.”



Video Wall in operation at the ROC, Glasgow

The Solution





We asked David to explain the solution at **learnd**; “The new Centre was 7 to 8 times bigger than the previous location and we wanted our Video Wall to create a statement, a focal point in a central area of our flagship Centre. Therefore it was important it did not get lost along with the need to ensure it utilised the right technology to support our growth and future potential of the Centre going forward. The solution wasn’t a complex installation or requirement, but it was one that had to be scalable and flexible for our needs. And that’s exactly what Trust provided in terms of the hardware and the technology to manage the screens.

We use the Video Wall when customers visit to showcase **learnd**, but 95% of the time, it is used solely for operational requirements. The Video Wall provides a view of the estates we manage and displays key operational information relating to benchmarks and SLAs; such as how quickly we respond to cases, how quickly we answer telephone calls and how much energy are we saving by proactively taking action from the Remote Operation Centre.”

“Basically, it is information on what we are doing and the services we are providing. The Video Wall creates a truly dynamic environment, and it has motivated the team to continuously improve. We have found enhanced collaboration amongst the team as they strive to beat targets and learn to share best practices on success. This team ethos in turn ensures we deliver to our central goal of meeting customer SLAs.

The solution has more to give as well, utilising the power of Business Intelligence (BI) we can create various live dashboards and systems. As part of the offering from Trust we have a control console that simplifies the publication of content to the screens. Using preset templates accessible via a touchscreen button, we can show the different types of systems and dashboards on the screens instantly. This is a really nice feature, based on previous experience with Video Wall providers where the solution would rely on dragging different screens and stretching everything to fit which results in a cumbersome and time-consuming activity. The Trust solution utilising VuWall is sleek, easy to use and accommodates our changing needs of a business.”

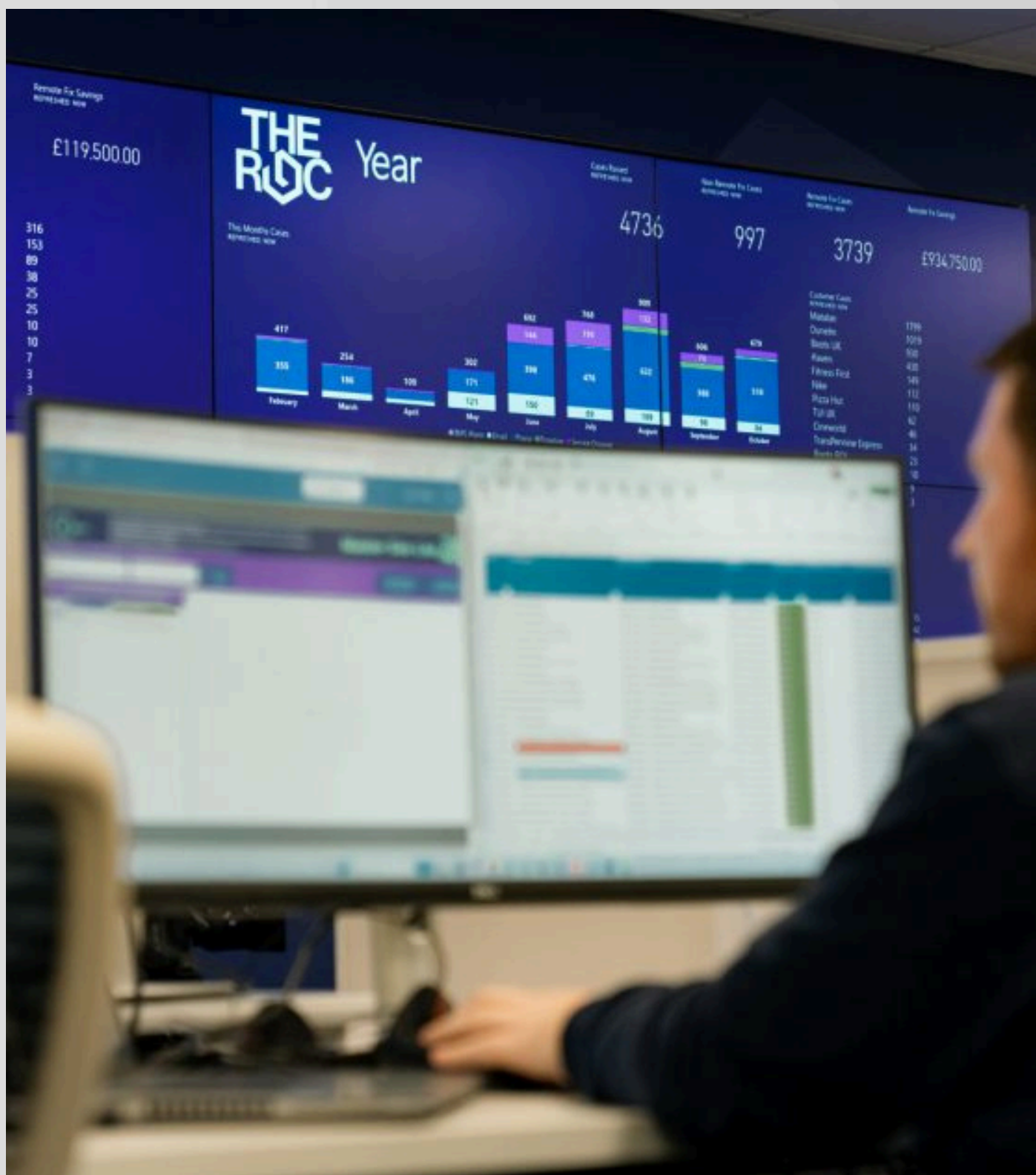
Technical Specification

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Samsung 55" Screens (VM55B-E):
 Premium TIZEN-powered displays with CMS, designed for continuous operation. Features slim depth, anti-glare panels and wide viewing angles for bright environments.
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VuWall TRx Software:
 Easy-to-use AV management software for configuring and distributing video sources, offering scalability and interoperability for streamlined video wall deployment.
- 
VuWall Application Server:
 Compact appliance for centralised streaming and visualisation of websites, dashboards, and applications.
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VuWall Control Panel:
 Customisable PoE touch panel for intuitive control of layouts, devices, and scripts, without programming.

The Benefits

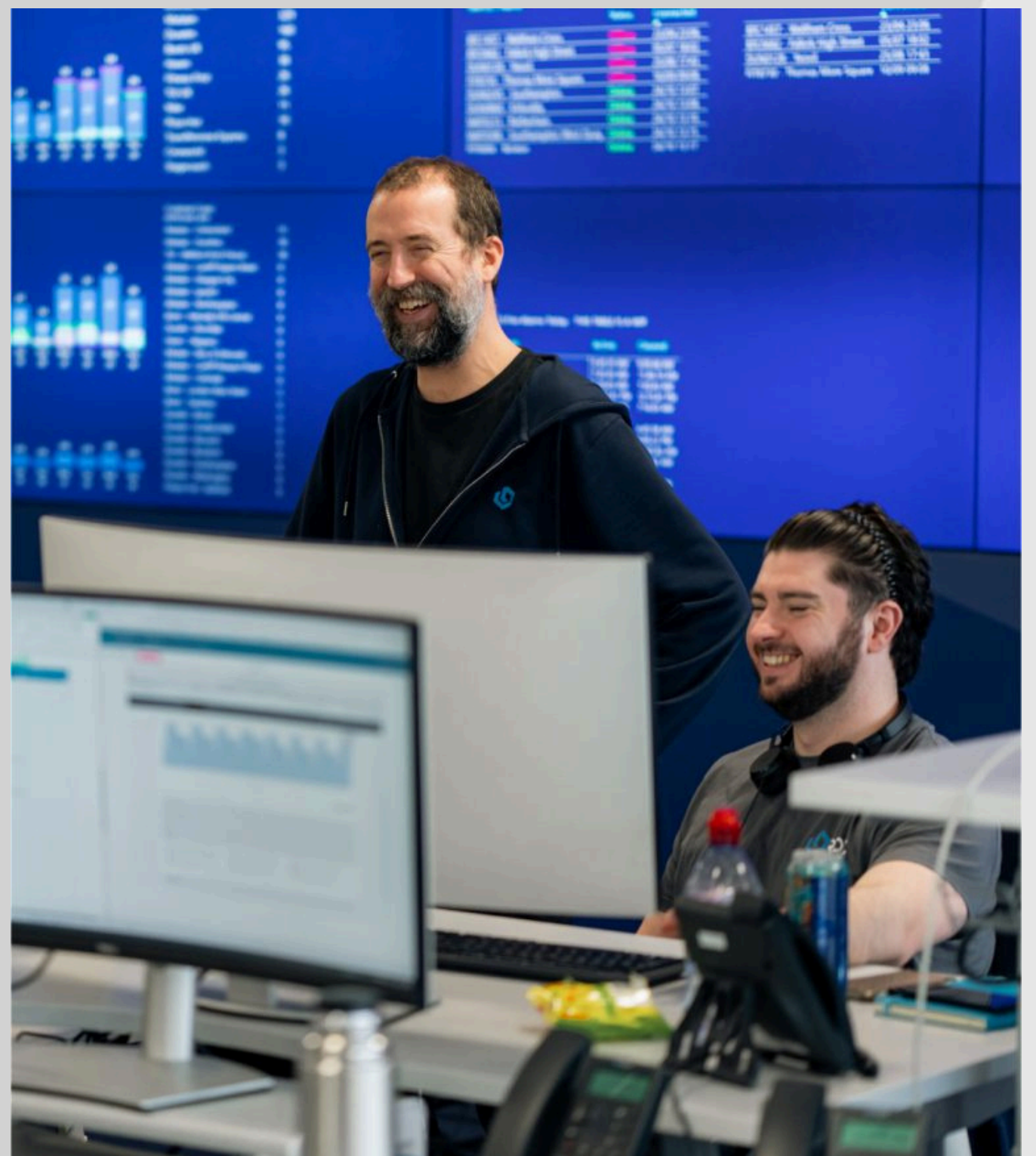
When asked about the benefits of the Video Wall solution David describes; *“From our first discussion to successful deployment working with Trust went to plan, which is very rare with this type of project. Sometimes you may get a measurement wrong and the screens don't quite fit or the recess isn't right etc. But the Trust team were spot on as well as being very professional throughout. Our challenge was to plan the scope and installation whilst managing the new office project, liaising with landlords and other stakeholders resulting in us requesting multiple pieces of information from Trust who were consistently responsive. We had a reliable point of contact throughout the project and their commitment ensured the scope and requirements were spot on for a smooth install.”*

He continues; *“Obviously technology enables the enhancement of different operational needs and choosing the right technology is important, but most crucial is the customer delivery and relationship. The level of service from Trust was second to none, I'd actually say it was brilliant.”*



“When you are in a service based industry it is essential to manage customer expectations which we relate to from our own business and what we do at learn. Every step of the way Trust clearly were very good at what they did from building relationships at the initial meeting, making sure that their services and the products demonstrated a clear benefit through to deployment and in life management.

“In particular the training session effectively transferred an in depth knowledge clearly to our in house team demonstrating the calibre of the Trust team and the solution deployed.”



“The project was delivered smoothly from supporting the design process, right through to installation, training and handover. For me that is all I need to say to highlight how satisfied we are as a Trust customer. I would recommend Trust to anyone and I really do look forward to working with Trust in some fashion in the future.”

David Jenkins
Director ROC, Smart Buildings & Scotland
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