

cyviz

CASE STUDY

THALES

# Thales UK

Standardizing Meeting Rooms for  
Secure, Scalable Collaboration.

COMMAND & CONTROL

CORPORATE SPACES

ENVISIONING & STORYTELLING

## AT A GLANCE

**Industry** Engineering & Security

**Location** United Kingdom

**Challenge** Fragmented meeting room systems across multiple sites caused inefficiency, poor collaboration, limited VC capability, and mounting IT support needs.

**Products** Cyviz Easy Server  
Cyziv Room Kits  
Remote support + Usage Analytics  
M displays + M5 Controller

**Solution** Cyviz delivered a modern, standardized solution across 75 meeting rooms, enabling secure, scalable, and remotely managed collaboration.

## ABOUT THE PROJECT

Thales UK delivers secure solutions across defense, aerospace, digital identity, and transportation. With nine locations and over 6,500 employees, including 4,500 engineers, it was essential to improve communication and reduce friction across project teams.

Most meeting rooms had limited or outdated technology, lacked video conferencing, and couldn't be managed centrally. As internal feedback grew louder, Thales UK's IT and facilities teams turned to Cyviz to design a solution that would improve experience, security, and consistency across locations.



## THE SOLUTION

### A Common Goal

Thales UK and Cyviz partnered to replace an inconsistent room infrastructure with a secure, intuitive, and standardized system across the organization. The goal was to give every team the same high-quality meeting experience—whether at HQ or in a red zone site—while allowing IT to remotely manage, support, and optimize the portfolio. Cyviz offered the flexibility to tailor room setups per location while maintaining one consistent platform that improved functionality and reduced support complexity.

### Key Components of the Solution

- **Standardized Room Kits and Security Compliance:** Flexible options designed for a variety of room sizes, equipped to meet Thales' physical and network security needs, including remote zones.
- **Remote Support via Easy Server:** Cyviz's central management platform enables 99% of support tickets to be resolved remotely and facilitates system-wide software rollouts.



- **Usage Analytics + Automation:** Sensor-based data powers insights into room utilization, helping optimize space and automate energy savings through smart scheduling.

## KEY LEARNINGS



### Implementation and Impact: A Consistent Experience with Lower IT Load

Thales UK now operates a modern meeting environment that is intuitive, secure, and reliable. Complaints have dropped, user satisfaction has increased, and support teams are more efficient. Users can confidently start and run meetings, regardless of the room they're in—improving collaboration, reducing travel, and maximizing uptime.

The Cyviz platform also provides future flexibility: rooms can be reconfigured, new features rolled out, and performance monitored without onsite visits—making IT operations smoother and more strategic.

## GOING FORWARD

### Creating a Smarter Collaboration Environment Across the Enterprise

With the success of the 75-room rollout, Thales UK is exploring how to further evolve its workplace. Office space is being reimaged with more flexible collaboration zones and fewer permanent desks. The Cyviz platform enables seamless scaling as those changes unfold.

Plans include deeper integration between room systems and building infrastructure, using sensors and automation to improve energy efficiency and space utilization. Emerging technologies like AI, digital whiteboarding, and smart scheduling are also under review.

As the Cyviz solution continues to perform reliably and securely, Thales UK is positioned to enhance productivity, reduce IT friction, and build a future-ready digital workplace—on a single, scalable platform.



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