



PepperDash[®]
PORTAL

INSTITUTIONALIZE AV STANDARDS

CONSOLIDATE DISPARATE TECHNOLOGIES

STREAMLINE INSTALLATION AND SUPPORT



IMPROVE AV OPERATIONS WITH PEPPERDASH PORTAL

Managing AV Operations in today's business environment is more challenging than ever before. AV managers rely on constantly changing technology, and their teams require increasingly flexible environments. PepperDash Portal solves these problems by institutionalizing technological standards, streamlining processes, and facilitating consistent support models.

AV OPERATIONS CHALLENGES

INCONSISTENT SERVICE QUALITY

AV providers offer different levels of service quality, leading to unpredictable performance.



HOW DOES PORTAL HELP?

PROCESSES STANDARDIZATION

Portal helps organizations assign repeatable processes and enforce consistent standards, leading to a uniform level of service quality.

MANAGING MULTIPLE PROVIDERS

Coordinating disparate teams is time-consuming and complex, creating inefficiencies and increasing costs.



STREAMLINED SUPPORT

By institutionalizing standards and processes, Portal ensures all technicians follow the same procedures leading to more reliable, efficient, and cost-effective solutions.

TECHNOLOGICAL DISPARITIES

Various manufacturers do not integrate seamlessly, creating support and maintenance challenges.



IMPROVED INTEGRATION

Portal provides vendor-agnostic monitoring and maintenance tools that make cross-platform integrations more consistent and reliable.

LACK OF UNIFIED DATA AND ANALYTICS

The absence of unified data and analytics hinders strategic planning, leading to suboptimal resource allocation and delayed response times.



CONSOLIDATED DATA AND ANALYTICS

Portal aggregates advanced analytics, vendor performance insights, and auditable metrics so you can make more informed decisions.

WHAT IS PORTAL'S ROI?

PepperDash Portal can provide a significant return on investment (ROI) within one year through the following potential benefits:

REDUCED SERVICE & MAINTENANCE COSTS

Standardizing processes and enforcing consistency among multiple service providers reduces the amount of time and money spent on service and maintenance.

STREAMLINED OPERATIONS

Portal's centralized management reduces redundancies and increases efficiencies leading to more cost-effective, easier to manage solutions.

ENHANCED SERVICE QUALITY

Reliable and standardized solutions improve user satisfaction and reduce organizational pressure for change.

ENHANCED DECISION-MAKING:

With centralized data and advanced analytics, Portal empowers your team to make informed decisions that improve operational efficiency and strategic planning. The ability to audit vendor performance also ensures that you are getting the best value and service quality from your service providers.

EXAMPLE 1-YEAR ROI

The table below demonstrates an example of the return an organization might expect on their Portal investment after one year, assuming the organization is managing 20 systems comprising two different system designs.

SERVICE EVENT	TIME SAVINGS	COST SAVINGS
System design, installation & technology refresh	118 hours	\$11,800
Quarterly standards compliance and system verification	184 hours	\$18,400
Technical support & break/fix events	100 hours	\$10,000
Annual planning, security audits, manufacturer & service provider reviews	38 hours	\$3,800
Total Return on Investment	440 hours	\$44,000



SYSTEM DESIGN, INSTALLATION & TECHNOLOGY REFRESH

The table below demonstrates how Portal can reduce costs during design, installation, and technology refresh initiatives in a standard organization managing 20 systems with two different designs.

SERVICE EVENT	RELEVANT PORTAL FEATURES	TIME SAVINGS	COST SAVINGS
Define, document, and share system standards	<ul style="list-style-type: none"> System templates System files 	4 hours	\$400
Define and communicate device configuration policies	<ul style="list-style-type: none"> Device templates Configuration files 	4 hours	\$400
Define processes for installation and technology updates	<ul style="list-style-type: none"> Project milestones Process management 	4 hours	\$400
Share standards definitions with internal and external teams	<ul style="list-style-type: none"> Project management File management 	2 hours	\$200
Coordinate project tasking & monitor progress	<ul style="list-style-type: none"> Project milestones Action items 	40 hours	\$4,000
Verify security & configuration settings of all devices	<ul style="list-style-type: none"> Compliance reports Device monitoring 	40 hours	\$4,000
Test, document, and share commissioning procedures	<ul style="list-style-type: none"> Process reports System status 	20 hours	\$2,000
Document future service, support, and warranty information	<ul style="list-style-type: none"> Asset management External links 	4 hours	\$400
Total Return on Investment		118 hours	\$11,800



QUARTERLY STANDARDS COMPLIANCE AND SYSTEM VERIFICATION

The table below demonstrates how Portal can reduce costs during routine operational support initiatives, assuming quarterly system audits and periodic verification testing in 20 systems with two designs.

SERVICE EVENT	RELEVANT PORTAL FEATURES	TIME SAVINGS	COST SAVINGS
Update existing systems and enforce security standards	<ul style="list-style-type: none"> System templates Device templates 	20 hours	\$2,000
Share standards with installation and support teams	<ul style="list-style-type: none"> Project management File management 	40 hours	\$4,000
Verify security and configuration settings on all devices	<ul style="list-style-type: none"> Compliance reports Active monitoring 	20 hours	\$2,000
Test, document, and share system functionality checks	<ul style="list-style-type: none"> Scheduled processes System status 	20 hours	\$2,000
Total Return on Investment		100 hours	\$10,000



BREAK/FIX SERVICE EVENTS

The table below demonstrates how Portal can reduce costs during unanticipated break/fix events, assuming an average of 1 events per system, per year in an organization with 20 systems running two different designs.

SERVICE EVENT	RELEVANT PORTAL FEATURES	TIME SAVINGS	COST SAVINGS
Share engineering and technology standards with technicians	<ul style="list-style-type: none"> Support projects File management 	20 hours	\$2,000
Diagnose & isolate disruptions & standards deviations	<ul style="list-style-type: none"> Device monitoring Email alerts 	40 hours	\$4,000
Resolve disruptions & standards deviations	<ul style="list-style-type: none"> Action items Maintenance mode 	20 hours	\$2,000
Document and share results of functionality testing	<ul style="list-style-type: none"> Process reports System status 	20 hours	\$2,000
Total Return on Investment		184 hours	\$18,400



ANNUAL PLANNING & TECHNOLOGY/SERVICE REVIEWS

The table below demonstrates how Portal can reduce costs associated with planning for future improvements, and performing regular technology/services reviews in 20 systems.

SERVICE EVENT	RELEVANT PORTAL FEATURES	TIME SAVINGS	COST SAVINGS
Assess device reliability according to manufacturer	<ul style="list-style-type: none"> Manufacturer reports Device categories 	10 hours	\$1,000
Evaluate speed and effectiveness of service providers	<ul style="list-style-type: none"> Service history Project metrics 	8 hours	\$800
Proactive end-of-life and end-of-warranty identification	<ul style="list-style-type: none"> Device asset tracking External links 	8 hours	\$800
Identify technology refresh requirements	<ul style="list-style-type: none"> Template versioning Device asset tracking 	4 hours	\$400
Automate reporting for compliance and security audits	<ul style="list-style-type: none"> Device reporting Activity logging 	8 hours	\$800
Total Return on Investment		38 hours	\$3,800