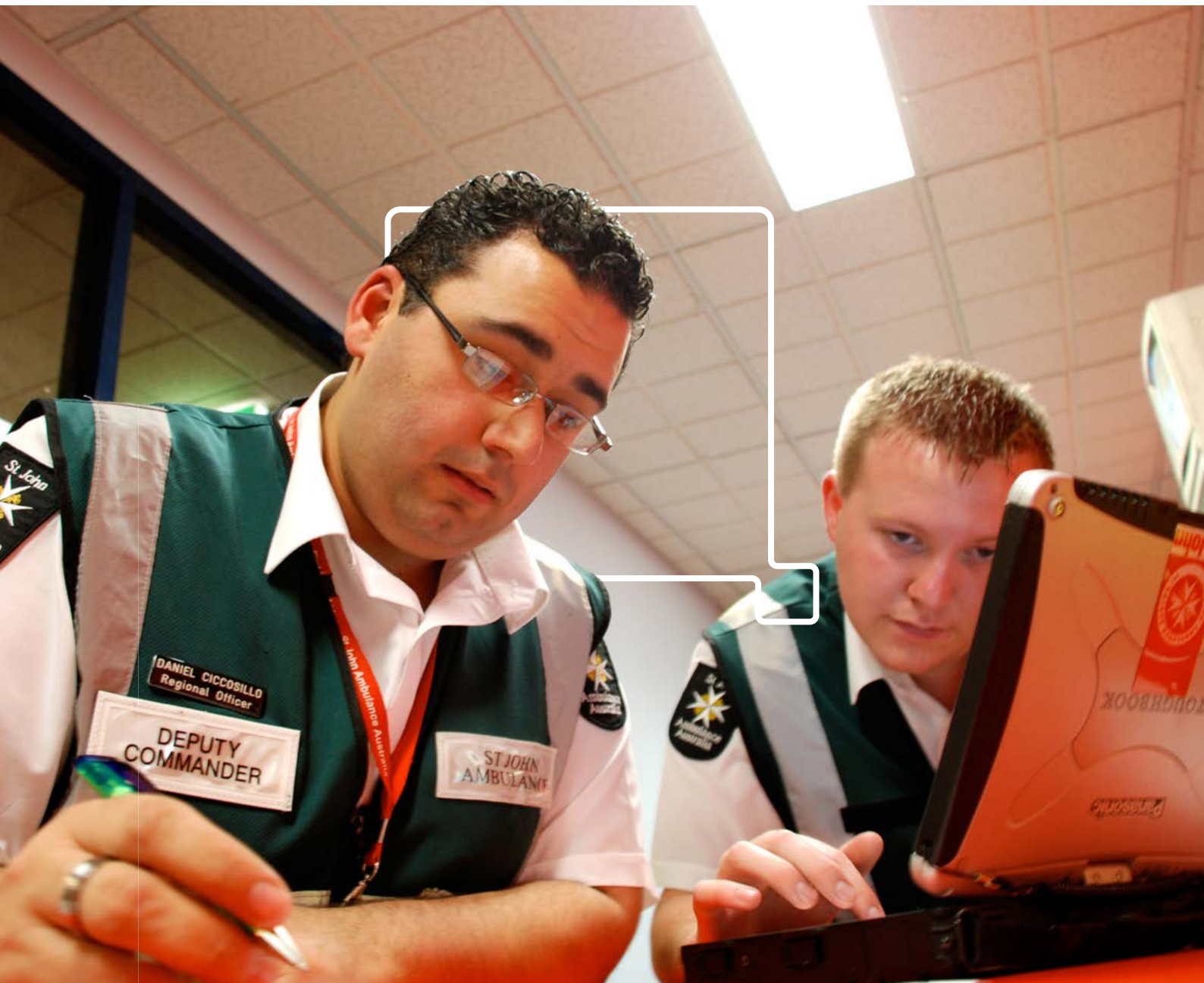


Case Study

St John Ambulance Victoria Creates Connected Meeting Spaces with Ricoh



Executive summary

Established more than 138 years ago, St John Ambulance Victoria provides support to people throughout Victoria. With 700 employees and 1200 volunteers, the organisation delivers medical, training, and transport services.

During the past year, St John Ambulance Victoria provided emergency health support services to more than 2500 public events and conducted more than 1700 community transport trips.

When relocating its headquarters to a new building in Melbourne, the organisation undertook a thorough review of its meeting room facilities. There was a desire to equip meeting rooms in the new building to ensure they provided the support needed in an increasingly connected and digital world.

Key highlights

- Deployment of certified Microsoft Teams Rooms in eight locations
- Installation of Yealink video and audio hardware in each room
- Integration with Microsoft Outlook to allow easy meeting room bookings
- Replacement of legacy telephone network with Microsoft Teams
- Deployment of interactive panels outside each room to show status
- Introduction of digital visitor management platform

An overview

With staff, volunteers, and facilities across Victoria, St John Ambulance Victoria provides vital medical, training, and transportation services to thousands of people each year.

Quick facts

- | | |
|------------------|----------------------------|
| • Sector: | Medical services |
| • Established: | 1883 |
| • Headquarters: | Melbourne, Victoria |
| • Employee size: | 700 staff |
| • Website: | stjohnvic.com.au |

The challenge

Difficulties maintaining collaboration and engagement with teams in multiple locations

With staff dispersed across Victoria and a large group of dedicated volunteers, St John Ambulance Victoria relies heavily on a range of regular meetings to keep everything on track. With an increasing need for people to join meetings digitally, the organisation realised there was a need to upgrade the facilities in each of its meeting rooms.

When a decision was taken in 2022 to shift the organisation's headquarters into a new building in Melbourne, it was seen as a perfect opportunity to replace legacy meeting room equipment with a solution more appropriate for an increasingly digital world.

"The equipment that we had in our meeting rooms was no longer providing the level of capability and support that participants were requiring," says Brendan Freestone, St John Ambulance Victoria IT Manager. "We knew it was time for a complete refresh."

"Whether people are presenting to others in the same room or connecting with participants in multiple remote locations, we needed a solution that was intuitive to use and always reliable."

Brendan Freestone, St John Ambulance Victoria IT Manager



The solution

Microsoft Teams Rooms with Yealink video conferencing solution

St John Ambulance Victoria had enjoyed a relationship with Ricoh for office printing solutions and service for more than 10 years. When a decision was taken to equip meeting rooms in the new HQ building, it was therefore a natural step to turn to Ricoh, as a trusted business partner, for help to determine how Ricoh could help.

“We had been very impressed with their level of service and reliability over an extended timeframe,” says Freestone. “We did consider other options on the market, but it quickly became clear that Ricoh was in a position to deploy and manage exactly what we wanted.”

Freestone says that, rather than putting the same equipment into each meeting room, Ricoh carefully assessed the size and layout before recommending a suitable hardware configuration for each.

“They worked very hard within a constrained timeframe, however they were able to have our new meeting rooms fully functional from day one in our new location,” he says.



The outcome

Improved meeting experiences for all participants

With the eight meeting rooms now in regular use, participants are finding the digital equipment intuitive to use, and most important, reliable. Highlights include:

- **Easy to establish multi-location meetings**

The new Microsoft Teams-equipped meeting rooms have removed the complexity that had traditionally been a feature of many meetings. Participants can now quickly establish two-way video connections with other locations and readily share digital presentations. The standard interface provided by the Yealink tablets makes meeting management easy.

“Staff and volunteers no longer need support from the IT team to configure equipment or get connections established. It all just works first time!”

- **Meeting room status panels**

As part of the upgrade, Ricoh also deployed video panels at the entrance to each meeting room. These display the current status of the room and also allow people to make future bookings.

“The management of meeting rooms is now much more streamlined. This also avoids double bookings or people being disturbed while working.”



Future plans

During the next 12 months, St John Ambulance Victoria plans to extend its digital meeting room capabilities into additional locations. This will include equipping a large training room within the headquarters to allow two-way video sessions to be undertaken as required.

“We know that, with Ricoh as a technology partner, we can continue to expand our meeting and collaboration capabilities as our requirements grow. The value that this project has delivered to our organisation has been profound.”



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