



Subscription Services (AVaaS) for

Bridges Consulting Inc.



Challenge

In Spring 2018, Bridges was preparing to move to a new headquarters at 7880 Milestone Parkway in Hanover, Maryland. As part of this solution, an Innovation Lab was designed as a space to test new software products—Bridges' products as well as those provided by a third-party. Bridges was looking to create a work environment that reflected their innovative and creative culture by utilizing the latest in communication, AV and collaboration technologies. The space was deliberately designed to foster engagement, and innovation by providing areas for people to congregate, brainstorm and collaborate.



Overview

- Met Client's Clearly Defined Technology Needs/Requirements
- Supported Real-Time Communication & Collaboration
- AVaaS Makes Latest Technology Affordable
- Showcased Innovative & Creative Culture
- Provided Peace of Mind with the Pavion Experience

Solutions

Pavion Offers Bridges the Most Advanced Workplace Technology as a Service

Reaching the decision to work with Pavion required receiving three proposals from recommended vendors. Bridges had clearly defined technical and user requirements, and Pavion was the only vendor that exhibited a thorough understanding of these requirements.

Once Pavion was determined to be the vendor of choice, the option delivering the AVaaS program through the Pavion's Subscription Services Portfolio was introduced. As a result of the Pavion Subscription Services program, Bridges was able to add approximately 30% more functionality to their solutions – without impacting their capital budget for the new headquarters build out.

Bridges' Technology Showcase Enhanced by Panasonic Display Technology

Bridges wants people to walk in the door of their headquarters and know that they are in a state-of-the-art cyber security firm. Upon entering, visitors are now greeted by a 2x2 Panasonic Video Wall—which deliver a series of high impact visuals. In addition, there are Panasonic displays throughout the building—in conference rooms and huddle rooms available for easy access. Enhanced audio has been installed throughout the building—providing the ability to make announcements, deliver multimedia presentations, and conduct high quality audio and video conferencing sessions, that can be clearly heard—throughout the entire building.

With this new technology in place, the new Bridges headquarters has hosted meetings attended by the State of Maryland Secretary of Commerce, Mike Gill as well as by Congressman Butch Ruppberger who participated in a working session on a current policy issue.

With this newly installed AV system, meeting participants can launch a presentation and a person from a remote location can easily see and hear what is going on in the room.

Pavion Experience — Providing Peace of Mind

It's difficult to place a dollar figure on downtime—but when comparing the total cost of ownership—AV-as-a Service model versus CapEx—what became the clear advantage was the Pavion Experience and end-of-term Technology Refresh. Bridges made the decision to move forward with Pavion's Subscription and Managed Services so that they would not be distracted by the need to troubleshoot their AV technology, relying on the Pavion team to keep their systems up and running. In addition, Pavion can remotely access and manage the technology, should any issue arise.

Bridges Consulting runs a world-renowned cyber security company—they leave managing their AV, conferencing and collaboration systems to Pavion.

The Baltimore Business Journal identified the new Hanover, Maryland headquarters as
“Cool Digs.”



Subscription Services/Customer Benefits



Completely Bundled Service



Fixed Monthly Payments



No Down Payments or
Capital Budget Required



Accelerate Technology
Adoption



Ability to Add Features or
Expand at Any Time



High Availability &
Priority Service



Reduced Risk &
Ownership Expense



End of Term Options—
Tech Refresh/Renew

Pavion Subscription Services —Making the Latest Technology Affordable



From a financial standpoint, we evaluated proposals from various systems integrators, and considered capital purchase and OpEx options. We determined that Pavion's Subscription Services best served our needs, considering our budget, ongoing service and support needs, and future technology refresh opportunities. **What tipped the scale, was the realization that the cash conservation through the subscription program could be applied to other areas generating additional financial outcomes.**

In addition, Bridges doesn't keep AV, Conferencing, and Collaboration experts on staff. If a device failed after the first year, when the warranties had run out, we'd be on the hook for replacing devices. The real value came from having peace of mind that Pavion will take care of any issue, no matter what happens, either remotely through their Help Desk or here on site.

Steve Radanovic | Chief Financial Officer, Bridges Consulting Inc.



Client Background

Bridges' mission, as a trusted cyber security consultant, is to help shape big data so that it will lead to confident and competent decisions, making the world a safer place. By protecting sensitive information and enabling the use of big data to make informed decisions, the heroes in this industry quietly work behind the scenes serving Bridges' customers, communities, the country and the world.

The Bridges' story is told in terms of Integrity, Innovation, and Impact. A company that was founded in trust and integrity provides their people with the freedom to be creative and find innovative solutions. And, when those solutions are applied to a real-world problem, they are able to make a difference in the lives of people throughout the world.



Promise

Protect Life.
Accelerate Connection.

Mission

Bring clarity and transformation to safety, security and communication through technology and radical service.

Vision

To be the most valuable partner in making the spaces we inhabit safer and more connected

Solutions That Flex and Adapt



Fire



Security



Audiovisual & Collaboration



IT Integration & Cyber Security



Healthcare Technologies



Education Technologies



Central Station Monitoring & Management



Maintenance, Management & Subscription Services

Where We Work

Destination Retail	Government & Defense
Distribution & Storage	Healthcare & Pharmaceutical
Education	Property Management
Finance & Insurance	Technology & Data Centers

Dedicated Strategic Services

140+

Engineers and Programmers

1000+

Field Integration and Project Management

250+

Dedicated Customer Care

Global Reach

23

Countries

70+

US Locations

Our Solutions

Fire

Our fire solutions keep your people, buildings, and assets safe. With a wealth of experience, we'll work with you to create a comprehensive and compliant fire system.

- Life Safety – Fire Alarm
- Communications Infrastructure
- First Responder DAS / BDA / ARCS
- UL Fire & Security Central Stations Monitoring
- Internet and Cellular Monitoring
- Critical Communications
- Video Surveillance
- Access Control Managed Services

Security

Our security systems guard your people, property, and information against harm.

- Physical Security
- Access Control
- Video Surveillance Monitoring
- Cyber Security & IT Managed Services
- Active Central Station Monitoring
- IoT, Managed Services, Networking & Mobility
- UL Fire Central Stations Monitoring
- Internet and Cellular Monitoring

Integration

Our integration solutions keep teams and buildings connected and safe. And we make the process simple and straightforward.

- Critical Communications
- Healthcare Technologies – Nurse Call & RTLS
- Education Technologies
- Audiovisual & Collaboration
- IT Network Infrastructure
- Life Safety & Security
- Cyber Security & IT Managed Services

Why Pavion?

At Pavion, our commitment to our customers is what drives us every day. Better outcomes come from working together with our clients. This collaboration is what helps to ensure we're delivering the best solutions possible that meet the needs of our customers. To that end, here's our promise to customers:

Partnership That **Progresses**

We believe in enduring partnerships, helping our customers stay connected to their goals by providing dynamic service and solutions to meet every need, no matter how those needs shift over time while understanding their overall growth projection.

Agility That **Leads**

Our partnership is based on agility, responding quickly to find the right solution for our customers. We have the capabilities and the people to help them navigate volatility in their industry while providing the leadership to keep moving forward.

Clarity That **Accelerates**

Our strategic solutions and expert guidance give our customers a unique advantage – clarity. In our business, we help our customers navigate the complexities of systems integration to produce better outcomes for their organizations.

Protection For **Life**

People are at the heart of what we do, no matter the solution. We protect life – through data, infrastructure, physical security, and fire protection. Protecting life helps our customers' organizations focus on their growth and innovation.

Services Portfolio

Design	Integration
Engineering	Training
User Experience	Change Management
Compliance	Maintenance
Consulting	Managed Services
Design/Build	Test & Inspect
Project Management	Monitoring
Installation Programming	Subscription Services

Subscription Services

Pavion's Subscription Services offers you a full suite of the most advanced products and services—including system design, hardware, software, installation, monitoring and maintenance — for a fixed monthly subscription fee. This means you can modernize your workplace with no startup costs or capital investment. This all-inclusive service features the latest technology offerings and on-site support and maintenance of your system. You always have the option to renew, refresh, or remove the services at the end of the subscription term.



Completely Bundled Service



Fixed Monthly Payments



Ability to Add Features or Expand at Any Time



High Availability & Priority Customer Care



No Down Payments or Capital Budget Required



Accelerate Technology Adoption



Reduced Risk & Ownership Expense



End of Term Options – Tech Refresh / Review



About Pavion

Pavion connects and protects by providing Fire, Security, and Integration solutions to customers in 70+ U.S. locations and 23 countries. The company brings industry-leading experience to clients in the enterprise, healthcare, education, government, data center and retail industries. Its mission is to bring clarity and transformation to safety, security, and communication through technology and radical service. Learn more at Pavion.com.

Contact Us

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pavion.com

Our Industries

We've built solutions for many different industries, and we're ready to provide you with the service and solutions you need to connect and protect what's important.

Distribution Retail
Distribution & Storage
Education
Finance & Insurance
Government & Defense
Healthcare & Pharmaceutical
Property Management
Technology & Data Centers

