

Solutions Guide: Operations Centers Plus

Integrate operational content to maximize situational awareness for the visualization, management, and control of critical information.

In the past, proprietary AV hardware solutions limited the visualization of mission critical information to the video walls within operations centers. This resulted in reactive workflows that could negatively impact an organization's ability to respond to mission critical incidents. Digital transformation has changed how operations centers are designed and deployed, allowing organizations to move away from centralized operations and siloed information flow.

The Userful Infinity Platform™ enables organizations to take advantage of these changes by simplifying the sharing of information and expediting mission critical decision making. Userful™ enables customers to replace the reactive workflows of the past with proactive, dynamic workflows powered by API integrations and AI triggers. Userful's Operations Centers Plus license provides operations centers with true situational awareness and control to enable real-time critical decision making while empowering proactive communication and response.

Infinity Applications for Operations Centers

-  **Decisions** helps operators maintain maximum situational awareness.
-  **Spaces** delivers advanced screencasting for meeting rooms and flex space.
-  **Trends** makes it easy to distribute operational metrics securely.
-  **Engage** a content delivery system to distribute any media to any display.

Operations Center Use Cases

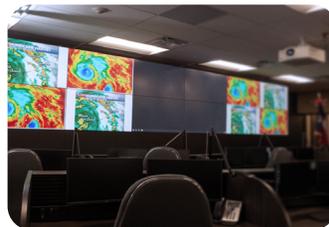
Userful's software-defined enterprise AV-over-IP modernizes any operations center deployment.



Operations Centers



Advanced
Operator Workstations

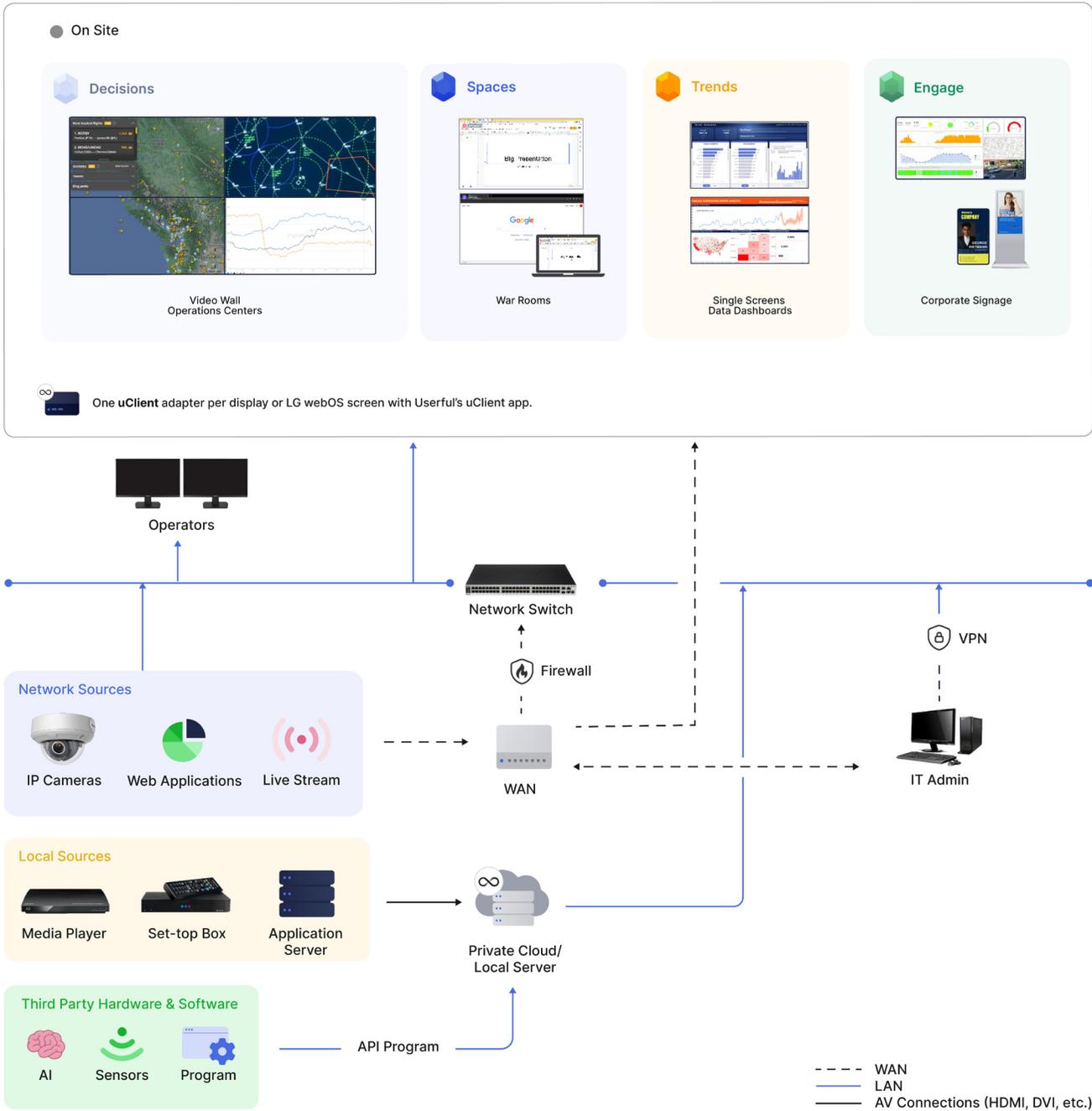


War/Situation Rooms



Emergency Mass
Notification Alerts

Userful Infinity Platform Architecture Diagram



Three-year software subscription that includes support for a Userful certified server with up to three (3) active GPUs and up to 64 CPU cores in use. Includes access to all Userful applications, but is primarily for use with Decisions due to limited server resources. Includes 3 Engage licenses for server-based distribution, standard support, and allows for additional failover server. Certified GPUs for this license include: NVIDIA RTX 4000, 5000, 6000, A4000, A5000, A6000. Maximum CPU or GPU utilization is 85% for persistent and distributed utilization and 50% for peak utilization.

Solution Components

Component	Description
Useful Infinity Platform License	Enterprise AV-over-IP software application suite built on modular, micro services architecture with 1-N server support, multi-GPU support, virtualization support, and an entire suite of integrated gemstone applications. To learn more view data sheet .
Decisions Application	Operations Center application used with a private cloud server, which includes Software KVM with simple point and click functionality to interact with content and to deploy any source to any destination in real time. To learn more view data sheet .
Spaces Application	Secure content sharing for war room or meeting room associated with operations centers. Deployed on a private cloud server, operates on any display, WebRTC based, multi participant screen sharing with wireless screencast support. To learn more view data sheet .
Trends Application	KPI dashboard application to share data and metrics organization wide. Deployed on a private cloud server, compatible with PowerBI and Tableau, easy integration with any database, includes data metrics builder. To learn more view data sheet .
Engage Application	A content delivery system to easily create signage from over 400 templates. Includes widgets and applications such as clocks, weather, RSS feeds, and more. Supports split screen to create areas for multiple content sources. To learn more view data sheet .
On-Premise Private Cloud Server	Commercially available off-the-shelf and from leading brands such as Supermicro, Dell, Lenovo, and HP. Compatible with Intel, Xeon and AMD threadripper Processors and Nvidia Quadro / RTX A series cards. To learn more view data sheet .
Switch	L2 and L3 compatible switches; Cisco, Netgear, Ubiquity, HP uplink 10Gb.
Useful uClient Adapter	L2 and L3 device, up to 4K resolution, Android 7, WiFi compatibility, 10/100/1000 LAN, SD compatible, 4Gb RAM, 32 GB Local Storage, RK3399 processor, HDMI output, 3.5mm audio jack. Manageable via Useful platform including power management, storage, remote updates, remote reboots and more. To learn more view data sheet .
Useful uClient App	Soft client application for Useful Infinity Platform. Compatible with Android and LG webOS. To learn more view data sheet .
Zero Client	L2 device, listens to server broadcast, no operating system or moving parts, 10/100/1000 LAN, up to 1080p, HDMI and VGA output, 3.5mm audio jack.
dvLED Video Wall	The Useful LED Media Commander allows seamless connection of DV LED walls with multiple controllers. Up to 16K canvas with MultiGPU. To learn more view data sheet .
LG WebOS Video Wall or Screens	The Useful uClient App is directly installed on supported LG WebOS displays. No additional hardware needed.
Other Video Walls or Screens	For all other displays, add a Useful uClient Adapter to each display.
Content Sources	Local desktop, remote desktop, live video and camera streams, live TV, authenticated dashboards, browser, SCADA maps and other desktop applications.
API	GraphQL API to programmatically control and update content from third party applications, sensors and hardware devices.
Service and Support	24/7 online support, patches, and updates included in subscription.

Infinity Platform Benefits

All of the applications in this Solutions Guide are part of the Useful Infinity Platform.

	Innovative Technology:	Platform separates management layer from application layer, delivering end-to-end control to IT, giving functional departments control of applications.
	Software-Defined:	Hyper-scalable software-defined architecture that supports additional use cases and expansion to new locations as well as interoperability with other applications.
	Comprehensive Security:	Can operate in a secure closed network environment (air-gapped mode). Complies with the OSI model and can adapt to any network. Integrates with customers' existing security protocols and supports SAML and LDAP for role-based access controls.
	Improved Operations:	Any content source delivered to any screen in any location with the flexibility to allow both local and central control.
	Supply Chain Friendly:	Uses only components with lead times typically 10 weeks or less to ensure deployment time frames can be met.
	Lowest Total Cost of Ownership:	Frees customers from the costly cycle of supporting and refreshing proprietary and specialized hardware.
	Energy Savings:	Reduces energy expenditure by eliminating unnecessary hardware.

About Useful

Userful™ is a leading provider of AV as a Service (AVaaS) for advanced operations of mission-critical environments and core workflows, serving IT organizations worldwide. Useful's unified software platform provides modernized services and management through a complete suite of enterprise AV applications for comprehensive organizational and situational awareness. Useful harnesses the same unified platform to provide global manageability through a single pane of glass.

The Useful Infinity Platform™ eliminates the need for proprietary hardware by using a single software-defined platform, enabling customers to stream any content source to any screen anywhere in the world in real time.

[Explore Useful's Solutions for Operations Centers](#)

Consult with a Useful Expert

Consult with one of our subject matter experts to understand how we can simplify your AV infrastructure.

[Schedule Consultation](#)

