

logitech

TECHCIRCLE

**THE INTELLIGENT WORKPLACE ISN'T AN ACCIDENT;  
IT'S ENGINEERED**



# Opportunity Analysis Report

Logitech Think Tank · 7 Digital Dialogues

26-27 February 2026 · Confidential

Account-level insights, leader perspectives & Logitech solution motions derived from Think Tank discussions, case-study outputs and pre-event survey data.

# Key Discussion Themes (Day 1 & 2)



## Ownership &

### KPIs

Collaboration is rarely owned as a measurable KPI. Maturity varies wildly between teams, often treated as a support function rather than a strategic driver.



## Coordination Overhead

More collaboration tools often increase coordination complexity. Meetings without pre-reads or context reduce overall efficiency.



## Continuity & Actions

Manual Minutes of Meeting (MoM) are inefficient. Lack of "meeting memory" leads to repetition and weak follow-through on action items.



## Security &

### Access

Cybersecurity protocols often add friction to seamless collaboration. The goal is automatic, invisible access that remains enterprise secure.



## Procurement &

### Lifecycle

Tier 2/3 City logistics, warranty management, and siloed purchasing create operational drag. Lifecycle management is a major hidden cost.



## Hardware-Software Pace

Software evolves weekly; hardware refreshes every 3-5 years. Devices need modularity and intelligent firmware to keep up without replacement.



"The intelligent workplace isn't about more devices; it's about removing the friction between people and ideas."

# Account Prioritization – Who to Engage and Why

TIER

1

## Pursue Immediately

High readiness, CXO priority, active projects

- ★ Essar Group
- ★ Sun Pharma (SPARC)
- ★ Kotak Mahindra Bank
- ★ Ascendion

### KEY SIGNALS

CXO-driven priority; >5k-10k+ employees; indicated strong openness to follow-up pilots.

TIER

2

## Nurture Strategy

Strong potential, evaluating or needs alignment

- Cipla Digital Health
- Thomas Cook India Ltd
- TATA AIG
- ESSAR Future Energy
- HDFC Life Insurance

### KEY SIGNALS

Medium/High leadership priority; evaluating solutions or identifying pains; need consultative approach to build business case.

TIER

3

## Monitor & Educate

Lower immediate readiness or priority

- HDFC Bank
- Carl Zeiss
- YES BANK
- Buzzworks

### KEY SIGNALS

Lower reported priority; smaller scale or specific niche needs; primarily "maintenance" mode currently.



## ACCOUNT OVERVIEW

*Essar Group is a diversified global conglomerate across energy, infrastructure, metals & mining, technology and services. Black Box is its managed IT services arm.*

**Working Model:** Fully office-based

**Revenue:** Large Conglomerate (10,000+)

**Employees:** 10,000+

**Decision Making:** Final / Mixed Authority - All Stages

**Expansion:** Office expansion already underway

## KEY PAIN POINTS

- Poor AV quality - echo, dropped calls, framing issues
- Multi-team, multi-geo alignment complex during critical migrations
- Vendor connectivity readiness gaps create project risk
- Warranty and after-sales service management is complex
- Device lifecycle management lacks structured process

## LEADER PERSPECTIVE

- During the SAP & Oracle data centre migration to Manchester, multi-team and multi-geo alignment was critical to risk mitigation.
- Collaboration is fundamental to business continuity during transformation - not just a productivity tool.
- Roadmap: Fix Now - work-from-anywhere policy, common tool & training; Build Strong - tool integration, task follow-up with status; Expand Smart - full app integration, smart workflow, digital attendance.

## CORE CHALLENGES

- Poor AV quality - echo, dropped calls, framing issues
- Multi-team, multi-geo alignment complex during critical migrations
- Vendor connectivity readiness gaps create project risk
- Warranty and after-sales service management is complex
- Device lifecycle management lacks structured process

## LOGITECH SOLUTION MOTION

- 1 Deploy Rally Bar across all rooms to resolve AV quality issues (echo, framing, drop-outs) and standardise the meeting experience.
- 2 Implement CollabOS + Sync for multi-geo deployment visibility, ensuring consistent standards from HQ to remote sites.
- 3 Leverage Logitech Select (managed service) to offload lifecycle, warranty and after-sales management complexity.



## ACCOUNT OVERVIEW

*SPARC is a clinical-stage biopharmaceutical firm focused on innovative drug research and delivery systems.*

**Working Model:** Hybrid - 2-3 days/week in office

**Revenue:** INR 77,000 Cr (Group)

**Employees:** 10,000+

**Decision Making:** Mixed / Final Authority

**Expansion:** No expansion plans currently

## KEY PAIN POINTS

- No automated MOM / action tracking in place
- Lack of meeting memory and structured recaps
- Repetition across meetings due to poor continuity
- Software evolves faster than hardware
- Collaboration is a 'stated priority' - not a daily practice

## LEADER PERSPECTIVE

- Meetings must begin with context and a recap of prior discussions to eliminate repetition.
- Structured follow-ups and automated action tracking are essential - manual MOM is unsustainable at scale.
- Suggested running pilots with defined outcome metrics (revenue + employee experience) before broad rollout.
- If collaboration is not perceived as a problem, it will not be proactively addressed.

## CORE CHALLENGES

- No automated MOM / action tracking in place
- Lack of meeting memory and structured recaps
- Repetition across meetings due to poor continuity
- Software evolves faster than hardware
- Collaboration is a 'stated priority' - not a daily practice

## LOGITECH SOLUTION MOTION

- 1 Rally Bar with AI meeting intelligence for automated recaps, context continuity and meeting memory.
- 2 Logitech Scribe to bridge physical whiteboard ideation into the digital collaboration stream.
- 3 Tap Scheduler + Sync Analytics to track actual room utilisation vs. booking and drive data-backed KPIs.



## ACCOUNT OVERVIEW

*Kotak Mahindra Bank is a leading Indian private-sector bank offering retail & corporate banking, wealth management, investment banking and insurance.*

**Working Model:** Hybrid - 2-3 days/week in office

**Revenue:** INR 68,730 Cr

**Employees:** 10,000+

**Decision Making:** Mixed / Contributor - All Stages

**Expansion:** Office expansion already underway

## KEY PAIN POINTS

- Collaboration not measured as an organisational KPI
- Workflows top-down; cross-functional collaboration is reactive
- No structured ownership of collaboration maturity
- Tier-2/3 city logistics and infra-readiness gaps
- GenZ workforce demands more cross-functional ways of working

## LEADER PERSPECTIVE

- Collaboration maturity varies wildly across departments and is rarely owned as a measurable metric.
- Geographic limitations in Tier-2/3 cities create uneven modernisation across the bank's network.
- Roadmap: Fix Now - permissions/standardisation of tools; Build Strong - contextual cross-org referencing; Expand Smart - AI implementation across the collaboration stack.

## CORE CHALLENGES

- Collaboration not measured as an organisational KPI
- Tier-2/3 city logistics and infra-readiness gaps
- Workflows top-down; cross-functional collaboration is reactive
- GenZ workforce demands more cross-functional ways of working
- No structured ownership of collaboration maturity

## LOGITECH SOLUTION MOTION

- 1 Consolidate platform standards (Rally Bar + CollabOS) to unify the Tier-2/3 city experience with HQ.
- 2 Deploy Logitech Sync Insights to generate hard utilisation data needed to quantify collaboration KPIs.
- 3 Pilot CollabOS GPT integration via compliant API connectors for secure, enterprise-grade AI use.



## ACCOUNT OVERVIEW

*Ascendion is a digital engineering and technology services company enabling enterprises to accelerate transformation through AI-led engineering, cloud modernisation and platform-driven solutions.*

**Working Model:** Hybrid - 2-3 days/week in office

**Revenue:** INR 850 Crores

**Employees:** 5,000-10,000

**Decision Making:** Final / Mixed Authority - All Stages

**Expansion:** Office expansion already underway

## KEY PAIN POINTS

- Hardware innovation lags far behind software automation
- Meeting rooms lack smart physical-digital integration
- Limited visibility into room usage, health and analytics
- High licence management complexity and cost
- Integration challenges with Teams, Zoom and booking systems

## LEADER PERSPECTIVE

- Software automation has progressed rapidly but collaboration devices have not evolved at the same pace - a critical gap.
- Meeting rooms need intelligent, automated integration: voice commands, biometric access, cross-platform collaboration.
- Roadmap: Fix Now - reliability and E2E monitoring, redundancy for key rooms; Build Strong - cross-platform UX, biometric access; Expand Smart - automate support, simplify licensing, secure biometric data.

## CORE CHALLENGES

- Hardware innovation lags far behind software automation
- Meeting rooms lack smart physical-digital integration
- Limited visibility into room usage, health and analytics
- High licence management complexity and cost
- Integration challenges with Teams, Zoom and booking systems

## LOGITECH SOLUTION MOTION

- 1 Deploy Rally Bar with AI framing and smart participant tracking to bring device intelligence up to software-equivalent standards.
- 2 Implement Logitech Sync for real-time device analytics, proactive monitoring and full end-to-end room visibility.
- 3 Introduce CollabOS with cross-platform integration for seamless Teams/Zoom switching without configuration friction.



## ACCOUNT OVERVIEW

*Cipla Digital Health is the digital innovation arm of Cipla Ltd., developing tech-enabled healthcare solutions. Part of the Cipla Group (INR 26,000 Cr revenue).*

**Working Model:** Fully office-based

**Revenue:** Part of Cipla Group (~INR 26,000 Cr)

**Employees:** 5,000-10,000

**Decision Making:** Final Authority - All Stages

**Expansion:** Office expansion already underway

## KEY PAIN POINTS

- Software evolution outpacing hardware innovation
- Hardware upgrade dependent on firmware and embedded intelligence
- Modular device architecture needed - full replacement not sustainable
- Meeting rooms over-booked yet under-utilised
- Integration challenges with Teams and Zoom

## LEADER PERSPECTIVE

- Modern collaboration devices must be modular - individual components (camera, microphone intelligence) upgradeable without full system redesign.
- Hardware evolution depends on firmware and embedded intelligence rather than form-factor replacement.
- Roadmap: Fix Now - seamless workplace; Build Strong - collaboration tools enabling swift decision making; Expand Smart - AI-powered, hyper-productive workplace.

## CORE CHALLENGES

- Software evolution outpacing hardware innovation
- Hardware upgrade dependent on firmware and embedded intelligence
- Modular device architecture needed - full replacement not sustainable
- Meeting rooms over-booked yet under-utilised
- Integration challenges with Teams and Zoom

## LOGITECH SOLUTION MOTION

- 1 Introduce Logitech's modular Rally ecosystem (Rally Bar, Rally Camera) - upgrade intelligence at component level, not the full room.
- 2 Deploy CollabOS to bring firmware-driven AI intelligence to existing hardware without requiring a full device refresh.
- 3 Use Logitech Sync for ongoing device lifecycle management, utilisation analytics and proactive health monitoring.

## ACCOUNT OVERVIEW

Thomas Cook India Ltd. is an integrated travel and travel-related financial services company offering foreign exchange, corporate and leisure travel.

**Working Model:** Fully office-based

**Revenue:** INR 8,100 Cr

**Employees:** 5,000-10,000

**Decision Making:** Final Authority - All Stages

**Expansion:** No expansion plans currently

## KEY PAIN POINTS

- Frequent downtime, device failures and unstable performance
- Integration challenges with Teams, Zoom, Webex
- Meeting rooms over-booked but under-utilised
- Limited visibility into room usage and analytics
- Hardware must evolve in parity with software automation

## LEADER PERSPECTIVE

- Devices and meeting rooms must be intuitively integrated into the digital workspace - not managed as separate silos.
- High C-suite expectation: collaboration is a strategic priority actively driven by leadership.
- Roadmap: Fix Now - harmony of devices, AI framing; Build Strong - full collab solution with AI personas; Expand Smart - uniform companion experience across home and office.

## CORE CHALLENGES

- Frequent downtime, device failures and unstable performance
- Integration challenges with Teams, Zoom, Webex
- Meeting rooms over-booked but under-utilised
- Limited visibility into room usage and analytics
- Hardware must evolve in parity with software automation

## LOGITECH SOLUTION MOTION

- 1 Standardise Rally Bar + CollabOS across rooms to resolve integration and reliability pain points at scale.
- 2 Deploy Booking Integration to automate room scheduling and surface real utilisation analytics.
- 3 Implement Logitech Sight for inclusive hybrid views, closing the in-room vs. remote experience gap.

## ACCOUNT OVERVIEW

*Tata AIG is a joint venture between Tata Group and AIG providing general insurance solutions across health, motor, travel, property and commercial risk segments.*

**Working Model:** Hybrid - 2-3 days/week in office

**Revenue:** INR 11,300 Cr

**Employees:** 5,000-10,000

**Decision Making:** Mixed Authority - All Stages

**Expansion:** Office expansion in planning stage

## KEY PAIN POINTS

- More tools are increasing coordination overhead
- Meetings without pre-reads or context reduce efficiency
- Meeting rooms over-booked but under-utilised
- Limited visibility into room usage and analytics
- Remote participants feel disengaged in hybrid meetings

## LEADER PERSPECTIVE

- Collaboration solves complex challenges but often introduces additional coordination layers without structured pre-reads.
- Pre-read and contextual alignment before meetings significantly improves overall meeting effectiveness.
- Roadmap: Fix Now - active noise reduction, increase productivity, reduce support tickets; Build Strong - secured collab, unified experience; Expand Smart - cost reduction, hyper-personalised employee experience.

## CORE CHALLENGES

- More tools are increasing coordination overhead
- Meetings without pre-reads or context reduce efficiency
- Meeting rooms over-booked but under-utilised
- Limited visibility into room usage and analytics
- Remote participants feel disengaged in hybrid meetings

## LOGITECH SOLUTION MOTION

- 1 Deploy Tap Scheduler with pre-meeting context display to provide structure, agenda and continuity before each session.
- 2 Implement Rally Bar + Sight to ensure remote participants experience full inclusion in hybrid meeting rooms.
- 3 Use Logitech Sync for room utilisation analytics to address the overbooking vs. low actual usage disconnect.

## ACCOUNT OVERVIEW

*ESSAR Future Energy is the green energy and low-carbon transition arm of the Essar Group, focused on decarbonisation, clean energy infrastructure and industrial transformation.*

**Working Model:** Varies by team/department

**Revenue:** Part of Essar Group (10,000+)

**Employees:** 10,000+

**Decision Making:** Mixed / Final Authority

**Expansion:** Office expansion in planning stage

## KEY PAIN POINTS

- Manual MOM creation is inefficient and time-consuming
- Action tracking and follow-ups lack automation
- Poor AV quality - echo, dropped calls, camera framing issues
- High cost of ownership / licence management
- Organisational silos drive uneven modernisation across departments

## LEADER PERSPECTIVE

- Collaboration must lead to measurable outcomes - documentation workflows and follow-ups need systematic automation.
- Different teams operate with different priorities, leading to a fragmented and uneven collaboration strategy.
- Roadmap: Fix Now - digitise paper workflows, standardised dashboards, smart meeting minutes; Build Strong - Six Sigma / Lean + task automation; Expand Smart - smart asset monitoring and predictive analytics.

## CORE CHALLENGES

- Manual MOM creation is inefficient and time-consuming
- Action tracking and follow-ups lack automation
- Poor AV quality - echo, dropped calls, camera framing issues
- High cost of ownership / licence management
- Organisational silos drive uneven modernisation across departments

## LOGITECH SOLUTION MOTION

- 1 Deploy Rally Bar with AI-generated MOM and action tracking to eliminate manual documentation overhead.
- 2 Implement Tap Scheduler + Sync to bring structure, analytics and continuity to every meeting across the estate.
- 3 Use Logitech Sync for multi-site device lifecycle management to normalise standards across siloed departments.

## ACCOUNT OVERVIEW

*HDFC Life Insurance is one of India's leading long-term life insurance solution providers, offering protection, pension, savings and investment products.*

**Working Model:** Hybrid - 2-3 days/week in office

**Revenue:** INR 52,000 Cr

**Employees:** 10,000+

**Decision Making:** Joint Decision-Maker / Contributor

**Expansion:** Office expansion already underway

## KEY PAIN POINTS

- Physical whiteboard experience cannot be fully replicated digitally
- AV devices in board rooms are unreliable
- Hybrid meeting experience is inadequate for remote participants
- Meeting rooms over-booked despite low utilisation
- PPTs and laptops alone insufficient for deep collaborative ideation

## LEADER PERSPECTIVE

- During COVID-led cloud migration, digital whiteboards enabled remote brainstorming but could not fully replicate the physical experience.
- Hybrid tools still have experiential limitations - the physical-to-digital gap in ideation has not been closed.
- Roadmap: Fix Now - AV devices not reliably maintained in board rooms; Build Strong - remote working productivity enhancement; Expand Smart - fully seamless aspiration-level collaboration environment.

## CORE CHALLENGES

- Physical whiteboard experience cannot be fully replicated digitally
- AV devices in board rooms are unreliable
- Hybrid meeting experience is inadequate for remote participants
- Meeting rooms over-booked despite low utilisation
- PPTs and laptops alone insufficient for deep collaborative ideation

## LOGITECH SOLUTION MOTION

- 1 Deploy Logitech Scribe to digitalise whiteboard ideation in real time, bridging the physical-to-digital gap.
- 2 Implement Rally Bar + Sight to deliver an inclusive, broadcast-quality experience for all remote participants.
- 3 Use Logitech Sync for proactive AV device health monitoring to eliminate board-room downtime incidents.



## ACCOUNT OVERVIEW

*ZEISS is a globally leading technology enterprise in optics, optoelectronics and precision mechanics. ZEISS India serves healthcare, research and manufacturing verticals.*

**Working Model:** Hybrid - 2-3 days/week in office

**Revenue:** INR 2,200 Crores

**Employees:** 1,000-5,000

**Decision Making:** Mixed Authority - All Stages

**Expansion:** Office expansion in planning stage

## KEY PAIN POINTS

- Cybersecurity restrictions limit seamless collaboration
- Access and authentication barriers create friction
- Multiple tools deployed but seamlessness not achieved
- Central team evaluates all hardware for security and compatibility
- Final approval tied to ecosystem alignment and compliance

## LEADER PERSPECTIVE

- The ideal scenario: seamless, automatic system access that does not compromise enterprise security.
- Device decisions go through standardised 'device baskets' - evaluated centrally for compatibility, security and ecosystem fit.
- Roadmap: Fix Now - VC solution for small rooms, upgrade connectivity; Build Strong - seamless digital office setup; Expand Smart - new office fit-out, AI productivity, hardware upgrade.

## CORE CHALLENGES

- Cybersecurity restrictions limit seamless collaboration
- Access and authentication barriers create friction
- Multiple tools deployed but seamlessness not achieved
- Central team evaluates all hardware for security and compatibility
- Final approval tied to ecosystem alignment and compliance

## LOGITECH SOLUTION MOTION

- 1 Position Rally Bar + CollabOS as a security-compliant, zero-touch room solution that meets enterprise security standards.
- 2 Deploy Tap Scheduler for frictionless, identity-aware room access without compromising authentication requirements.
- 3 Propose Logitech Sync as a compliance-ready device management layer providing centralised visibility and control.



## ACCOUNT OVERVIEW

Yes Bank is a full-service commercial bank in India offering retail, MSME and corporate banking along with financial markets and digital banking services.

**Working Model:** Fully office-based

**Revenue:** INR 23,000+ Cr

**Employees:** 10,000+

**Decision Making:** Mixed Authority - All Stages

**Expansion:** Not applicable

## KEY PAIN POINTS

- Poor AV quality - echo, dropped calls, unstable performance
- Difficulty getting all teams onto a single platform simultaneously
- Meeting rooms lack reliable always-ready device setup
- No automated outcome summaries / MOM post-meeting
- Fragmented tooling needing post-deployment optimisation

## LEADER PERSPECTIVE

- Ground-level problem: getting people on one platform, at the same time, is the first and most critical barrier to productive collaboration.
- Meeting rooms need a device setup that is always keep-ready - zero pre-session troubleshooting.
- Roadmap: Fix Now - unified platform access, reliable room setup; Build Strong - automated MOM + outcome summaries; Expand Smart - drive technology adoption at minimum friction.

## CORE CHALLENGES

- Poor AV quality - echo, dropped calls, unstable performance
- Difficulty getting all teams onto a single platform simultaneously
- Meeting rooms lack reliable always-ready device setup
- No automated outcome summaries / MOM post-meeting
- Fragmented tooling needing post-deployment optimisation

## LOGITECH SOLUTION MOTION

- 1 Deploy Rally Bar + CollabOS to deliver broadcast-quality AV and platform-agnostic reliability in all meeting rooms.
- 2 Implement Tap Scheduler to ensure meeting rooms are always configured, operational and visible in real time.
- 3 Use Logitech Sync for proactive device monitoring and automated alerts to eliminate reactive IT support cycles.



## ACCOUNT OVERVIEW

*HDFC Bank is India's largest private-sector bank by assets, offering a full suite of retail and wholesale banking, financial services and insurance products.*

**Working Model:** Varies by team/department

**Net Income:** INR 70,800 Cr

**Employees:** 10,000+

**Decision Making:** Mixed / Joint Decision-Maker

**Expansion:** No expansion plans currently

## KEY PAIN POINTS

- Immediate multi-team collaboration needed during major IT incidents
- War rooms need auto-provisioning and reliable AV setup
- Meeting rooms over-booked despite low actual utilisation
- Calendar sync and meeting reminder automation lacking
- MOM continuity and auto-reading of action items not in place

## LEADER PERSPECTIVE

- During major incidents, the ability to spin up immediate collaboration across IT teams, vendors and business owners is critical.
- Auto-provisioning of war rooms (instant activation with pre-set teams and tools) is the key capability gap.
- Roadmap: Fix Now - immediate cross-team collaboration, auto-provisioning of war rooms; Build Strong - MOM automation, calendar sync, auto-reading emails; Expand Smart - sustained technology adoption.

## CORE CHALLENGES

- Immediate multi-team collaboration needed during major IT incidents
- War rooms need auto-provisioning and reliable AV setup
- Meeting rooms over-booked despite low actual utilisation
- Calendar sync and meeting reminder automation lacking
- MOM continuity and auto-reading of action items not in place

## LOGITECH SOLUTION MOTION

- 1 Deploy Tap Scheduler with auto-provisioning to enable instant war-room activation without manual setup.
- 2 Implement Rally Bar + CollabOS for always-on, reliable AV in critical incident response rooms.
- 3 Use Logitech Sync for device health monitoring and automated alerts to ensure war-room readiness at all times.



## ACCOUNT OVERVIEW

*HDFC Bank is India's largest private-sector bank by assets, offering a full suite of retail and wholesale banking, financial services and insurance products.*

**Working Model:** NA

**Net Income:** INR 70,800 Cr

**Employees:** 10,000+

**Decision Making:** NA

**Expansion:** NA

## KEY PAIN POINTS

- Network instability disrupts video conferencing quality and call continuity
- No AI-based speaker identification or active framing in meeting rooms
- Lack of automated meeting memory, context carry-over between sessions
- Manual MOM creation is inefficient and leads to weak action follow-through
- No agent-based system to display agenda or prompt participants in real time

## LEADER PERSPECTIVE

- Stable network infrastructure and AI-enabled speaker framing are baseline requirements for effective video collaboration.
- Agent-based meeting rooms should automatically curate previous discussions, display the agenda, track action items and distribute MOM.
- Roadmap: Fix Now - stable networks, AI speaker tracking; Build Strong - agent-based meeting rooms with agenda, action tracking and auto-MOM; Expand Smart - AI question prompting and participant-view personalization.

## CORE CHALLENGES

- Network instability disrupts video conferencing quality and call continuity
- No AI-based speaker identification or active framing in meeting rooms
- Lack of automated meeting memory, context carry-over between sessions.
- Manual MOM creation is inefficient and leads to weak action follow-through
- No agent-based system to display agenda or prompt participants in real time.

## LOGITECH SOLUTION MOTION

- 1 Deploy Rally Bar with AI framing and active speaker tracking to ensure stable, intelligent video coverage across all rooms.
- 2 Implement CollabOS + meeting intelligence for automated MOM, agenda display, and action tracking - creating persistent meeting memory.
- 3 Use Logitech Sync analytics to surface room-level insights and enable AI-prompted participant engagement for future-ready collaboration.

## ACCOUNT OVERVIEW

*Buzzworks Business Services is a specialised staffing and business services company providing workforce solutions, payroll and HR technology services across India.*

**Working Model:** Varies by team/department

**Revenue:** INR 500 Cr

**Employees:** 1,000-5,000

**Decision Making:** Consulted / Joint Decision-Maker

**Expansion:** Not specified

## KEY PAIN POINTS

- Warranty and after-sales service management is complex
- Ongoing service management creates significant overhead
- Device lifecycle management lacks structured process
- Need for self-healing and automated IT support
- Calendar sync, AI note-taking and MOM automation not in place

## LEADER PERSPECTIVE

- The management of warranty and after-sales service is a hidden but significant operational burden for a mid-market organisation.
- Lifecycle management and service continuity are as strategically important as the initial device quality decision.
- Roadmap: Fix Now - AV support across all OS, AI notes, calendar sync, auto-check MOM; Build Strong - self-healing for device issues; Expand Smart - fully automated collaboration environment.

## CORE CHALLENGES

- Warranty and after-sales service management is complex
- Ongoing service management creates significant overhead
- Device lifecycle management lacks structured process
- Need for self-healing and automated IT support
- Calendar sync, AI note-taking and MOM automation not in place

## LOGITECH SOLUTION MOTION

- Propose Logitech Select (managed service) to fully offload warranty, after-sales and lifecycle management complexity.
- Deploy Rally Bar + CollabOS for a unified, reliable AV experience that requires minimal IT support overhead.
- Implement Logitech Sync for AI-driven proactive monitoring, self-healing alerts and automated incident resolution.

# Thank You

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*The intelligent workplace isn't an accident — it's engineered.*