



Rich Products

INTRODUCTION

Born from innovation in 1945, Rich Products is a family-owned food company dedicated to bringing creative solutions to industry professionals around the globe. From food service and retail, to in-store bakeries and prepared foods, their goal is to be a trusted partner that helps companies delight their customers and stay competitive, no matter where the market moves.

"THE WAY WE WORK HAS RADICALLY CHANGED DUE COVID-19. OUR ASSOCIATES ARE DISPERSED GLOBALLY, AND WE HAVE TO EQUIP THEM WITH THE ABILITY TO WORK FROM ANYWHERE. THE WORLD HAS BECOME OUR WORKPLACE AND CRESTRON PROVIDES US WITH TECHNOLOGY SOLUTIONS THAT ARE ESSENTIAL TO KEEP MOVING FORWARD."

Thomas Geblein

*Solution Architect - Digital Enablement,
Rich Products*





THE CHALLENGE

Operating in more than 100 countries, Rich Products is committed to providing its employees with the tools, technologies, and services that help simplify internal business processes. Thomas Geblein, Solution Architect - Digital Enablement at Rich's, and his team, set out to standardize on a scalable technology platform that would support and enhance collaboration and productivity across all their global locations.

THE SOLUTION

Thomas and his team worked with Veraview LLC to outfit their facility with leading edge Crestron UC, room scheduling, and room control technology solutions that would foster a more productive and collaborative working environment.

"CRESTRON FLEX FOR MICROSOFT TEAMS PROVIDES US WITH A CORE ECOSYSTEM OF PRODUCTS THAT DELIVERS A SINGLE, UNIFIED EXPERIENCE FOR ALL OF OUR ASSOCIATES AND WHICH ACCOMMODATES THEIR EVOLVING NEEDS."

Thomas Geblein
*Solution Architect - Digital Enablement,
Rich Products*



THE TECHNOLOGY

As a company standardized on Microsoft Teams® software, Crestron Flex UC solutions provided Rich's with a full suite of products designed to facilitate collaboration in every meeting room, along with a consistent, simple user experience. With Crestron Flex, associates can join meetings with one-touch and be confident that the technology in the room will deliver a high-quality audio and video experience. They know that everyone in the room will be clearly seen and heard.

Rich's also uses Crestron technology to host culinary events from their production studio. Their Innovation Space, which includes a production studio, townhall conference spaces, an atrium, and specialized kitchen, is equipped with numerous Crestron Flex C-Series UC Video Conference Systems for hosting virtual demonstrations to better serve their customers.

To optimize use of their meeting rooms, Thomas and his team implemented the Crestron room scheduling platform. "Whether it's a standing weekly catchup meeting or an impromptu brainstorming session, Crestron room scheduling makes it easy for our associates to book the meeting room that will best suit their needs," explains Geblein. Using any of the illuminated scheduling touch screens, associates can easily locate and reserve the most suitable space in advance or find an unoccupied room for ad hoc meetings.

"WE KNEW CRESTRON WAS THE PERFECT FIT TO MEET THE NEEDS OF OUR OFFICES TODAY AND PROVIDE US WITH SCALABILITY IN THE FUTURE."

Thomas Geblein
*Solution Architect - Digital Enablement,
Rich Products*





For some areas in the office, occupancy sensors communicate with the Crestron Fusion® monitoring and scheduling system to indicate availability. This technology allows associates to use the company website to locate an available desk while adhering to social distancing. "Crestron occupancy sensors have made it possible for our associates to safely navigate our office, find an open desk, and continue their workday with ease," explains Geblein.

RESULTS

Crestron has become a partner that Rich's counts on to deliver a globally standardized experience for improved daily workflow. "With Crestron, we were not just purchasing enterprise-grade products, but also investing in their world-class training, dedicated service, and support," says Geblein.

Featured Products

Crestron Flex Tabletop UC Video Conference System for Microsoft v Rooms
UC-M150-T

Crestron Flex Wall Mount UC Video Conference System for Microsoft Teams Software
UC-B140-T

Crestron Flex Wall Mount UC Video Conference System for Microsoft Teams Software
UC-B160-T

Crestron Flex UC Video Conference System Integrator Kit for Microsoft Teams Software
UC-C160-T

MM30 Small Room System for Microsoft Teams
UC-MM30-T

Crestron Room Scheduling

Crestron Fusion Monitoring and Scheduling Software

Crestron XiO Cloud® Service

10.1 in. Touch Screen
TSW-1060

3-Series® Room Media Controller
RMC3