



MEETING ROOM RELIABILITY PLATFORM

Service Description

Spacera is a meeting room reliability platform that detects failures before meetings start, resolves them, and takes ownership of the result — across every major collaboration platform. This document describes the Spacera service tiers, supported platforms, and support arrangements.

The problem we solve

- Meeting rooms fail silently — offline devices, broken peripherals, disconnected platforms — and nobody knows until the meeting starts.
- IT teams operate across multiple vendor portals with no single view of fleet health. Visibility is fragmented; response is reactive.
- When something breaks, accountability is split between AV, network, and platform vendors.
- Legacy managed service providers charge a monthly fee to report that a room is broken, not to prevent it breaking.

Service tiers

VISIBILITY	PREVENTION	OWNERSHIP
Photon Free Real-time global dashboard across all room platforms. See every device, everywhere, in one view. No agents. No cost. ✓ Unified multi-vendor dashboard ✓ Real-time device health ✓ Zero-disruption setup ✓ Unlimited rooms & users	Mission Control USD \$35/room/mo Automated morning testing at 6 AM. Emily resolves L1/L2 issues remotely. ITSM auto-ticketing with full diagnostic context. ✓ Automated morning testing ✓ Emily L1/L2 auto-remediation ✓ ITSM auto-ticketing ✓ Remote fix — no site visit	HyperCare Managed USD \$80/room/mo Full 24x7 managed service. L1–L3 service desk. Preventative maintenance. We take the 3 AM call. ✓ 24x7 service desk (L1–L3) ✓ Preventative maintenance ✓ SLA governance & reporting ✓ Dedicated service team

Pricing is indicative MSRP in USD, exclusive of applicable taxes, and billed through Spacera's certified partner network.

Platform support

ROOM PLATFORMS

Microsoft Teams Rooms · Cisco Webex Devices · Zoom Rooms · Neat · Logitech · HP Poly · Crestron · Yealink

ITSM & PSA INTEGRATIONS

ServiceNow · Jira Service Management · FreshService · BoldDesk · ConnectWise

ALERT DELIVERY

Slack · Microsoft Teams · Zoom Chat · Webex Messaging · Google Chat · Telegram · WhatsApp · Discord · PagerDuty · SMS · Email · Webhook

ONBOARDING

Cloud-to-cloud API connection — no agents and no on-premises hardware required.

Support and contact

SUPPORT

spacera.io/support
AU 02 5500 9800

PRIVACY

spacera.io/privacy
US 855 592 9800

CONTACT

enquiry@spacera.io
UK 0808 502 2900

Photon is free forever. Create an account at apollo.spacera.io in minutes — no credit card required.