

Userful Control Room Quad-Play Solution

Modernize Mission Critical Environments

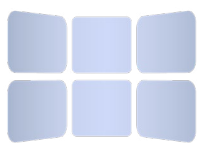
Mission-critical environments such as Security Operations Centers (SOCs), Network Operations Centers (NOCs), Emergency Operations Centers (EOCs), and Advanced Decision Theaters (ADTs) face ongoing demands to monitor, analyze, and respond to threats in real time. The ability to make informed decisions in these high-stakes environments depends on seamless access to live data from various systems, efficient collaboration, and instant communication.

Traditional control room infrastructures remain hardware-intensive, driving high CAPEX and OPEX, while their fragmented design limits scalability and real-time coordination. Operators navigate disjointed systems, manage live feeds, network streams, and collaboration tools that often lack interoperability. This leads to siloed data, inefficient workflows, and delayed decision-making.

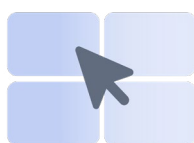
To address these challenges, organizations need a modernized, software-driven approach that enhances scalability, security, and interoperability while reducing costs and optimizing TCO ensuring seamless real-time collaboration and operational efficiency.

The Solution: Userful Infinity Platform

The Userful Infinity Platform is a SOC 2 certified solution built on industry-standard IT protocols, designed to meet the end-to-end needs of enterprise organizations, including real-time data visualization and centralized IT management. Userful powers everything from mission-critical control rooms to enterprise collaboration, real-time situational awareness, operational data sharing, and corporate signage all within a single platform.



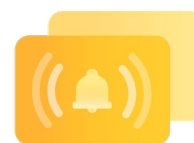
Decisions



uConduct



Spaces



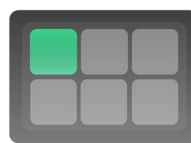
Notifications



Trends



OPStreams



uControl



Engage

Modern control rooms need more than just visualization. They require real-time interaction, seamless data integration, enterprise-wide collaboration, and enhanced situational awareness to support fast, informed decision-making. Userful's Control Room Quad-Play Workflow is a software-defined approach that integrates four purpose-built applications.



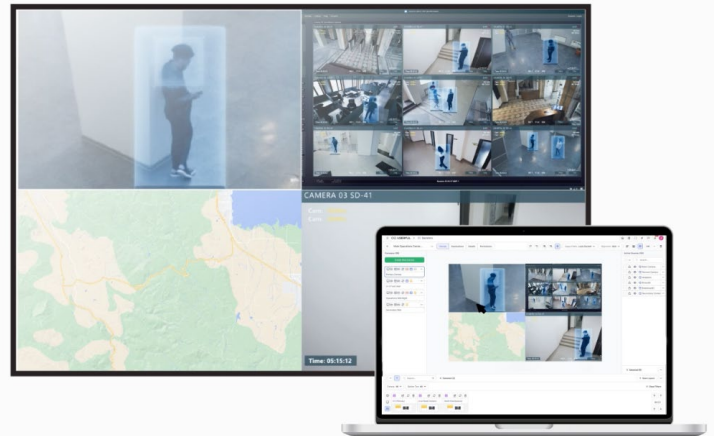
Decisions

Control Room Video Wall

Visual intelligence is at the core of every mission-critical control room. Operators must be able to monitor and act on real-time data from multiple sources including live feeds, network telemetry, enterprise systems, GIS maps, and dashboards to maintain situational awareness and operational control.

Decisions transforms control room workflows by integrating data sources into centralized 8K video walls, with an interactive canvas for seamless content management. With drag-and-drop functionality, operators can easily arrange and resize content. Canvases help manage multiple video walls and workstations. Interactive controls allow teams to engage with sources in real time through keyboard and mouse inputs.

For more details, read the [Decisions datasheet](#).



uConduct

Advanced Operator Workstation

In mission-critical environments, operators need the control to manage and monitor multiple data sources to respond better to situations. Whether managing network dashboards, security feeds, or enterprise applications, they require seamless, real-time interaction with live content without switching between systems.

uConduct provides a browser-based Soft-KVM solution that enables operators to control multiple sources from a single workstation with ultra-low latency (<100ms). Using a single keyboard and mouse, operators can navigate and manage enterprise sources efficiently and instantly push any active source from their workstation to the video wall, ensuring critical insights are shared in real time for collaborative decision-making. The intuitive interface supports scrolling, zooming, and real-time interaction, enabling fast and precise responses in high-stakes environments.

For more details, read the [uConduct datasheet](#).





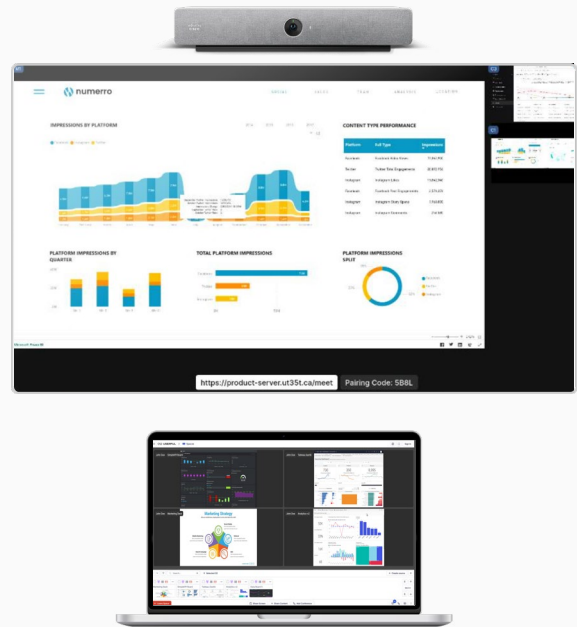
Spaces

Crisis Coordination & Collaboration

When a crisis unfolds, operators must instantly engage stakeholders, escalate incidents, and coordinate responses without delays.

Spaces acts as a war room solution for mission-critical environments, enabling teams to wirelessly cast internal resources or video walls to collaboration screens without additional hardware. Spaces also enables conference calls through the Cisco Room Bar. With Spaces, control room operators can escalate incidents into a live session, where decision-makers analyze data, discuss responses, and take coordinated action. Whether managing security threats, network outages, or emergency operations, Spaces moves control rooms from observation to action instantly.

For more details, read the [Spaces datasheet](#).



Notifications

Situational Awareness

When seconds matter, teams need a reliable way to broadcast alerts, share operational updates, and ensure immediate action. Critical responses can be delayed without instant communication.

Notifications enable real-time enterprise-wide messaging, allowing operators to send alerts directly to video walls, workstations, and digital displays. Whether it's a security breach, system failure, or emergency evacuation, Notifications ensures that the right information reaches the right teams quickly. With multi-format support for text, predefined templates, message schedules, audio, and video support, Notifications ensures teams stay informed, aligned, and ready to respond.

For more details, read the [Notifications datasheet](#).



Userful offers additional applications to enhance control room operations and enterprise-wide visualization.



Trends

Data Metrics Visualization & Real-Time Decision-Making

Gain actionable insights with real-time analytics and visualized performance metrics, helping teams monitor trends and drive informed decisions.

Read the [Trends Datasheet](#)



OPStream

Secure Streaming to Remote Teams and Sites

Extend your video wall or any live source to remote teams via HLS streaming, ensuring secure and seamless content delivery.

Read the [OPStream Datasheet](#)



uControl

Instant Resource Switching for Visual Environments

Simplify content management with a centralized interface that allows for instant source switching across connected displays.

Read the [uControl Datasheet](#)



uStream

Leadership Dashboard for Centralized Monitoring

Provides a high-level operational overview, allowing leadership to monitor key performance indicators and real-time data from a tablet or iPad.

Read the [uStream Datasheet](#)



Engage

Operational Signage for Enterprise Communication

A scalable digital signage solution that enables targeted content distribution, operational messaging, and corporate communication across enterprise environments.

Read the [Engage Datasheet](#)

Native Integrations

Userful offers many native and native-compatible integrations available in the Userful Infinity Platform, designed to enhance enterprise workflows and unlock the full potential of your data.

Custom integrations are built on demand to meet specific business needs. If you have a legacy application or service integration need, please mention it to your sales representative or sales engineer during our first discovery call.

Read the [Integrations Spec Sheet](#) for more details.

