

Innomate catches AV faults in 3 minutes across thousands of rooms with Elastic Observability

Australian workplace-technology company Innomate monitors thousands of audiovisual spaces for universities and enterprises on Elastic Observability. Its Innomesh platform flags faults within three minutes and fixes many of them automatically, often before class starts.

3 min

Fault to alert on the dashboard

1,700

AV spaces and 14,500+ devices on one platform

Reactive → proactive

Faults caught before users notice

4 of 8

Australia's Group of Eight universities served

The challenge

- ✗ Faults surfaced only when a lecturer reported a broken room, often after class had started.
- ✗ Technicians were sent on site to diagnose issues that could have been caught hours earlier.
- ✗ Service owners had no real view of room readiness, and executives invested on instinct.
- ✗ Data-volume pricing on alternatives made full telemetry from every space too costly.

The solution

- ✓ Telemetry from every device flows into Elasticsearch, the single back end for the platform.
- ✓ Elastic Observability drives live alerting, with an alert on the dashboard in about three minutes.
- ✓ Remediation policies act on faults directly, such as rebooting devices, with no one on site.
- ✓ meshIQ, running on AWS Bedrock, answers plain-language questions grounded in the estate's Elastic data.

How it works

1. Ingest

Device telemetry lands in Elasticsearch

2. Alert

Live alert on the dashboard in about three minutes

3. Remediate

Policies fix common faults, no site visit

4. Investigate

meshIQ proposes root causes from live data

Before

- Faults found when a lecture broke, in person
- Separate vendor tools, no correlation, manual triage
- Site visits to diagnose each room

After

- Alerts within about three minutes, often fixed before class
- One Elastic-backed view; meshIQ proposes root causes
- Remote monitoring; site visits only when hardware needs hands

"We do not wait for a lecturer to tell us something is broken. A fault shows up on the dashboard within **about three minutes, and in a lot of cases we have **already fixed it before the class walks in.**"**

— Anthony Chan, Head of Engineering, Innomate

Why it matters beyond one estate

Full-fidelity telemetry on one Elasticsearch back end turns reactive break-fix into proactive operations, and the same data now feeds usage, energy, and AI-assisted root-cause insight. Innomate is moving to Elastic Cloud Serverless so spend tracks customer growth, and the team is taking the model to the UK and US while meshIQ grows from answering questions toward acting on them.

[See how Elastic Observability turns full-fidelity telemetry into proactive operations](#)
[or start a free trial →](#)