

Rivo Holdings Transformed KPI Visibility with Sony BRAVIA Professional Displays and Skykit's Digital Signage Platform

Rivo Holdings, a private financial services provider offering digitized contact support, is a performance-driven company that sought tools for transparency & accountability in operations.

How we helped



The Challenge

- Rivo Holdings needed a streamlined, visually compelling way to broadcast real-time sales and customer service metrics throughout their 30,000-square-foot facility
- Secure Tableau authentication, scalability across departments, and compliance with internal IT and SOC II security standards were essential requirements



The Solution

- Sony and Skykit partnered to provide digital signage for Rivo Holdings using over 30 BZ40L-series BRAVIA professional displays with the Skykit Platform
- Deep Black Non-Glare panels drove selection, ensuring clear Tableau data visualization in contact centers. The displays also provide 24/7 reliability and flexible landscape/portrait mounting



The Outcome

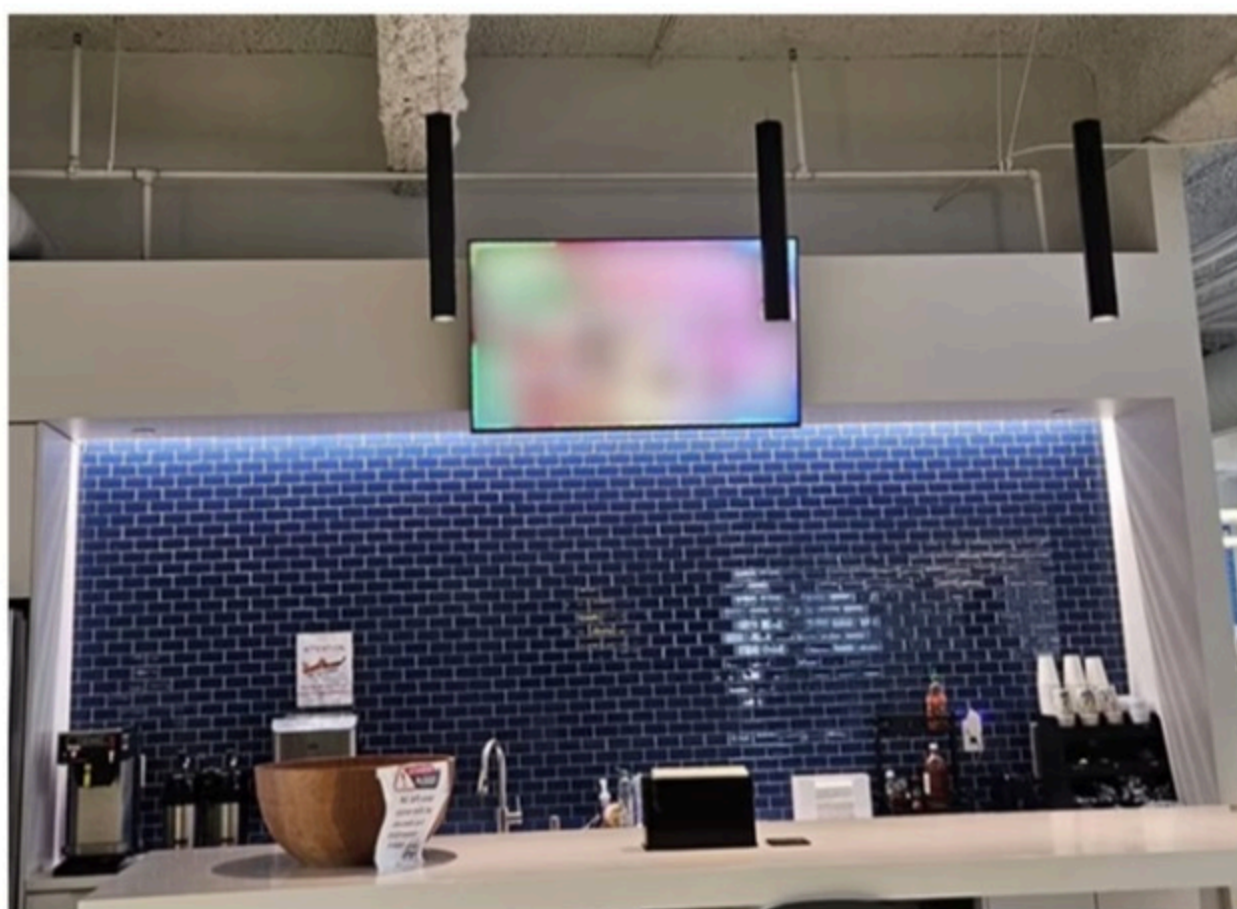
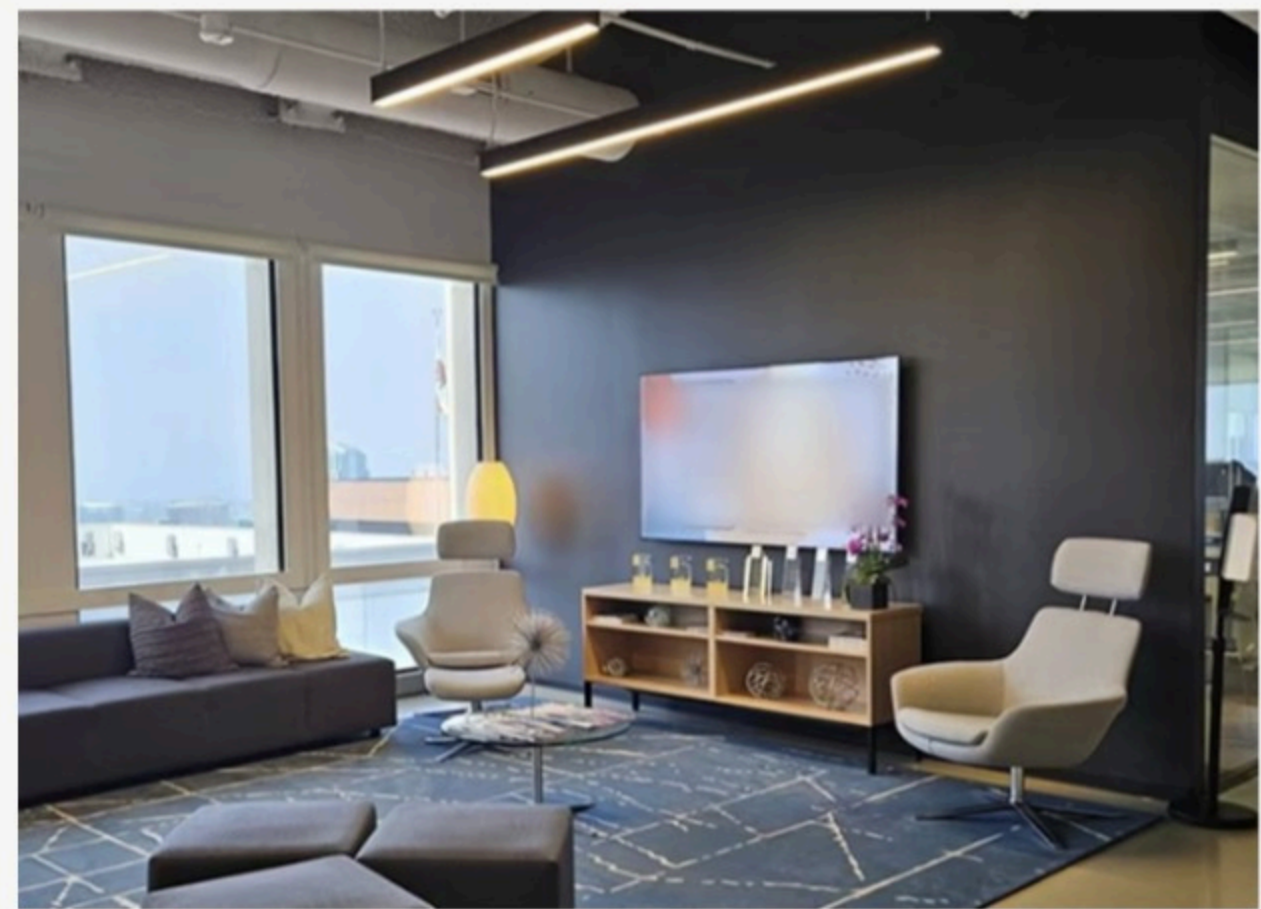
- Rivo Holdings has achieved faster call-handling times, reduced hold periods, and fewer customer complaints through real-time access to key performance indicators
- Team performance has improved thanks to greater employee engagement and healthy competition enabled by transparent, real-time performance tracking

“ The use of Sony BRAVIA professional displays coupled with...Skykit devices has increased team member buy-in and fueled friendly individual and department competitiveness in our contact center. ”

Steve Newman
COO at Rivo Holdings

Platform Features

The solution provided SOC II compliant networked displays, dynamic remote content management, and commercial-grade performance with non-glare panels optimized for bright office environments.



Professional Deployment

Professional installation was executed through a trusted local integrator with comprehensive training provided by Skykit's Customer Success Manager to ensure optimal system operation.

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