

# Alleviating the Complexities of Technology Integration with Mimo



In the rapidly evolving technological landscape, the role of integrators is becoming increasingly pivotal to businesses. However, the job of being a technology integrator is simultaneously becoming increasingly complex. For these professionals, keeping up with the rapid pace of change is not just a work goal—it's a survival necessity. With emerging technologies launching nearly every day, the risk of obsolescence looms large. For integrators, this can be a big problem for two reasons: For one, their reputation depends on maintaining their client's systems to be up-to-date. But it's not just client systems that can become obsolete. It's also them.

Statistics reveal that 58% of integrators identify the rapid pace of technological change as their foremost concern, overtaking traditional worries such as project management and budgeting. Additionally, 63% of integrators find themselves locked in an exhausting cycle of continuous professional development to stay relevant in their field. The urgency of these challenges is undeniable.

At Mimo, we recognize the stress and exhaustion that technology integrators face and are committed to being a part of the solution. This white paper elaborates on the challenges faced by technology integrators and offers ways in which Mimo can be an ally in their constant quest for technological adeptness.

## 58% of integrators identify the rapid pace of technological change as their foremost concern



## Section 1:

# The Predicament of Rapid Technological Change

According to a recent study conducted by MIMO, 58% of technology integrators say that keeping up with rapidly changing technology is their primary concern. This anxiety takes precedence over managing multiple projects, handling project budgets, maintaining compliance, and navigating other technical aspects of their jobs. But it's not just about rapidly expanding technology. It's also about the specifications of that technology in different industries.

**Healthcare Settings:** Integrators in healthcare settings are tasked with ensuring that monitors used for patient data display, imaging, or telemedicine are both compatible and compliant with health informatics standards like HL7. New advancements in medical-grade monitors and integration with Electronic Health Records (EHRs) add layers of complexity that can be incredibly stressful, especially when patient health and data security are at stake.

**Retail Environments:** In retail, Point of Sale (POS) systems are integrating with more complex customer experience platforms, including interactive kiosk displays, digital signage, and inventory management systems. The sheer diversity of monitor types and sizes, along with varying connectivity needs, places a lot of pressure on integrators who have to ensure seamless operation across all units while meeting retail-specific compliance regulations.

**Educational Institutions:** The rise of smart classrooms and e-learning solutions has seen a surge in interactive whiteboards, digital projectors, and various types of monitors for educational purposes. Integrators must not only manage the technical aspects of these different technologies but also consider usability from the perspectives of both educators and students. This is particularly stressful during peak times like the beginning of an academic year.

**Corporate Offices:** In modern corporate environments, video conferencing systems are standard. Integrators are responsible for ensuring that monitors equipped with cameras and microphones are fully compatible with a variety of software platforms (Zoom, Microsoft Teams, etc.) while maintaining corporate security protocols.

As remote work increases, integrators also have to consider how these systems work for employees dialing in from different types of home setups, adding another level of stress.

**Industrial Control Rooms:** Industrial settings like manufacturing plants or energy grid control rooms require specialized rugged monitors that can withstand extreme conditions. Integrators have the stress of ensuring that these monitors not only display the correct data in real-time but also meet stringent safety and compliance standards. The critical nature of these setups, where a small mistake could lead to significant safety risks, adds a high level of stress for integrators.

In each of these settings, the rapid evolution of monitor technology, along with the specialized needs of different sectors, creates specific stress points for integrators. They must manage a wide range of variables, from technical specifications and compliance requirements to user experience and future-proofing solutions.



# What Rapid Technological Change Means For Integrators

The rapid rate of technological change impacts integrators in multiple ways:

- **Skill Obsolescence** - Technology is evolving at an unprecedented rate, meaning that the skills and knowledge an integrator has today may not be as relevant tomorrow. For example, touchscreen technology might have been a novelty a few years ago, but today it's almost a standard feature. Integrators who were experts in traditional monitors may find their skills outdated as interactive displays become more prevalent.
- **Increased Complexity** - As technology advances, systems often become more complex. This added complexity makes integration more challenging and time-consuming, requiring an ever-expanding skill set and deeper expertise. For example, today's monitors come with a range of connection options—HDMI, DisplayPort, USB-C, and more. Integrators must now understand how each of these interfaces interacts with different systems, requiring a deeper set of expertise.
- **Resource Constraints** - Deeper expertise means you need to hire employees with specialized skills. This can be a costly exercise. With resource constraints, you can't hire an employee for every specialty. You need to find companies that offer consultants and specialists who can provide a service around the products integrators are installing.
- **Client Expectations** - With every technological advance, client expectations rise. Clients demand the latest technologies and integrations, but they may not understand the complexities and potential pitfalls involved. Managing these expectations, while providing a technically sound solution, adds another layer of challenge. For example, clients may want monitors with the latest HDR technology without understanding the hardware and software requirements for HDR to work properly. Meeting these expectations while ensuring system compatibility is a significant challenge.
- **Lock-In Risks** - New technologies often introduce the risk of vendor lock-in, as rapidly emerging platforms may lack interoperability. This can force integrators to make difficult decisions that impact their projects in the long term. Without full knowledge, integrators can lock clients into long-term solutions they ultimately didn't mean to. For example, some advanced monitor technologies may only be compatible with specific graphics cards or software platforms. This creates a risk of vendor lock-in, limiting future options for upgrades or changes.

## Section 2:

# The Relentless Demands of Professional Development

With a lot at stake, integrators are having to stay up to date through webinars, courses, and workshops. In the recent study conducted by MIMO, 63% of integrators are engaged in continuous professional development. While this commitment to learning is commendable, it comes at the price of exhaustion and burnout.

For integrators, a day is often a blur of tasks that range from project planning and execution to client meetings and code reviews. Adding the burden of continuous learning—whether it's a new programming language, a device interface, or a protocol standard—means working evenings and weekends, leading to a poor work-life balance. The perpetual need to 'catch up' can also result in mental fatigue and decreased job satisfaction. Many integrators express the feeling that there's just not enough time in the day to learn everything they need to. All of this comes with a set of challenges and impacts. Here are the three most common:

**Time Investment:** The time required to engage in continuous professional development is often cited as a significant concern. Integrators already face tight schedules with project deadlines and client commitments. The added time pressure to keep learning can be stressful and take away from other essential work or personal activities. For example, an integrator has just landed a project that requires the deployment of ultra-high-definition 8K monitors with DisplayHDR standards for a design studio. Keeping up-to-date with the latest monitor specifications, color calibration methods, and compatibility issues requires them to spend several hours a week researching and attending webinars. This eats into the time they could have used for actual project implementation, causing delays

**Financial Costs:** Whether it's certifications, online courses, or seminars, professional development often comes with a price tag. These costs may be burdensome, particularly for freelance integrators or those working in smaller companies without robust training budgets. This financial stress can add to the already complex cost structure of being an up-to-date integrator. For example, to understand the nuances of cutting-edge OLED technology for monitors, an integrator may decide to take a specialized course that costs several hundred dollars. The cost strains their budget, especially since they also need to invest in testing equipment and potentially even purchase one of these monitors for hands-on experience. They have to consider whether this investment will pay off in attracting more high-value projects.

**Information Overload:** The field of technology is vast and continually growing, with new tools, frameworks, and methodologies being introduced regularly. The sheer volume of information that integrators need to consume and understand can be overwhelming. Information overload can lead to burnout and make it difficult to focus on the most critical aspects of their job. For example, new monitor technologies, from MicroLED to Quantum Dot, are coming out rapidly. While trying to keep up with these, the integrator finds themselves swamped with information. They have to read multiple white papers, watch hours of product demonstrations, and possibly attend several industry events. The overload of information makes it challenging to concentrate on current projects, leading to reduced performance and increasing the likelihood of errors.

According to the research done by MIMO, the problem is clear. Integrators need help wherever they can get it. MIMO has decided to invest in its customer success team, so that integrators can get the info they need quickly without the time or money investment they're spending on professional development.



## Section 3:

# Mimo—Your Partner in Technological Integration Overview

At Mimo, we are acutely aware of the struggles technology integrators face. Our products and support mechanisms are designed to ease these burdens and provide seamless integration experiences. Currently, our 3-point plan allows integrators to get the info they need in whatever way is most helpful to them.

### a. A Robust Customer Success Team

Mimo maintains a dedicated customer success team available around the clock. Our experts are equipped to answer any questions integrators may have regarding how our monitors connect with other systems. This ensures that you're never alone in the integration journey.

### b. User-Friendly Website

Our website is a comprehensive resource designed to simplify the lives of technology integrators. It includes a detailed section on connectivity options that explains display sizes, ports, inputs, and other features, making it easier for integrators to adapt our products to their projects.

### c. Instructional Product Videos

We offer a rich array of product videos showcasing our products in actual use-cases and describing how to integrate them effectively. These videos serve as visual guides, taking the integrator step-by-step through the integration process, thereby easing their mental load.

Navigating the labyrinth known as rapidly evolving technology is a daunting task for any professional, but particularly so for technology integrators. Mimo is committed to serving as a reliable, up-to-date resource to simplify this complex journey.

From our dedicated customer support team and user-friendly website to our educational product videos, we aim to equip technology integrators with the tools they need to thrive in a perpetually evolving landscape. By partnering with Mimo, integrators can significantly reduce their workload, allowing them to focus on what they do best—innovating for the future. By helping technology integrators streamline their workflows and keep pace with technological advancements, Mimo is actively contributing to the creation of more efficient, effective, and forward-thinking digital ecosystems. We invite you to join us in this exciting venture.

Small Touchscreens  
Flexible Innovation.  
Human Connection.



For more information, visit Mimo's Website or contact our customer support team at [info@mimomonitors.com](mailto:info@mimomonitors.com)

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