CASE STUDY:
Reducing Distractions and Protecting Speech Privacy at a Busy Tech Company

Accudata Systems

Challenge

New Open Office Space Caused Noise Distraction Issues

Accudata Systems is an IT consulting and integration firm based in Houston with 36 years of experience providing high-impact IT infrastructure services and integrated solutions. They had outgrown their old space and also wanted an updated office environment. Their new office, occupying the 6th floor of a new building, was designed to promote an open, collaborative environment with plenty of cool design features and natural light. The office would accommodate 75-100 full time employees, mobile workers, and visitors to the office spread across open offices, private offices, touchdown areas, and conference rooms. Many of the employees in the open plan areas regularly participate in customer service, tech support, sales, and conference calls.

Departments are connected by a long open-ceiling corridor that featured unique light fixtures. While providing more options for architectural and design considerations, the new open office space had fewer walls to block sound, meaning that speech privacy would be compromised and noise distractions would be elevated.

Accudata’s previous office had limited sound masking, so the company’s executives realized the importance of having it in their new office to protect speech privacy. Sound masking is the process of adding a low level, unobtrusive background sound to an environment to help cover up speech noise and improve the overall office ambience. The sound is similar to the sound of airflow, but specifically engineered to cover up human speech, making affected environments more comfortable, private, and free of excess noise distractions.

Before they could execute the process for procuring and installing sound masking, noise distraction issues in the new space became apparent shortly after move in, particularly speech transmission from private offices to neighboring private offices and conference rooms and vice versa. Speech noise traveled down the long corridor as well. Accudata executives entrusted Client Services Manager Matt Johnson with finding the right sound masking vendor and installer.

“ We had sound masking in our old office, but the Cambridge Sound Management system is much more advanced and effective…the office feels much quieter and comfortable now. QtPro works as advertised.”

Matt Johnson
Client Services Manager
Accudata Systems, Inc.
Solution

QtPro® Sound Masking System

After carefully evaluating the options, Johnson chose QtPro Sound Masking from Cambridge Sound Management, the world’s largest provider of sound masking solutions. The sound masking experts from Cambridge Sound Management connected Johnson with Fitt Telecom, one of their Houston-area integration partners. Fitt was able to give Johnson and the Accudata executive team an on-site demo at a nearby financial firm where they had also installed the QtPro solution. Due to the similarities in their office layouts, Accudata left the demo even more convinced that QtPro was the right solution for their workspace.

Fitt installed small, barely visible Qt® Emitters (loudspeakers) in Accudata’s open and drop ceiling areas. The emitters were connected by cables to a Qt 600 control module residing in the server room. The long corridor was equipped with stylish pendant mount emitter housings to complement the unique architectural aesthetics of this space. The system allowed for different masking volume levels across different zones, allowing Accudata to address noise distractions more aggressively in the open office areas. Automatic ramping was also programmed into the system, allowing the masking noise to be slightly louder at times when the office is at its busiest.

Result

A More Pleasant and Private Work Environment

The new Accudata office is now more functional, productive, and acoustically comfortable, and employees are pleased with the office’s transformation. “We had sound masking in our old office, but the Cambridge Sound Management system is much more advanced and effective,” says Johnson. “Employees had a chance to experience the office before and after the system was installed and the difference is really apparent – the office feels much quieter and comfortable now. QtPro works as advertised.”

Case Study Overview

SPACE
Approximately 17,000 square feet of open office, conference room, and private office space

CHALLENGE
Reducing distractions and protecting speech privacy in a busy tech-office atmosphere

SOLUTION
Qt® 600 Sound Masking System

RESULT
A quieter and more comfortable work environment