

Social Security Administration Field Offices



SUMMARY

• LOCATION

Over 60 Social Security Administration field offices in 18 states

• FACILITY SCOPE

Large office buildings that feature waiting areas placed only about 15 feet away from consultation windows.

• OBJECTIVES

Create a more private experience for patrons to discuss Social Security and other personal financial information during consultations.

• BIAMP SOLUTION

Cambridge

• OUTCOME

Patrons are more comfortable discussing sensitive information and the SSA field offices now meet their obligations to maintain the privacy of patron data.

• EQUIPMENT

QtPro® Sound Masking System

The Social Security Administration (SSA) conducts consultations with patrons in field offices across the United States. Many of these buildings feature open waiting areas placed only about 15 feet from consultation windows, where patrons discuss their Social Security and other personal financial information.

With the close proximity to the private offices and consultation windows, people sitting in the waiting area could clearly overhear private conversations. The information discussed is highly sensitive and these SSA facilities have a legal obligation to enhance privacy levels under the Gramm-Leach-Bliley Act and the Privacy Act of 1974.



SOLUTION

Biamp was selected to retrofit over 60 Social Security Administration (SSA) field offices in 18 states to enhance speech privacy and confidentiality. Cambridge QtPro® sound masking systems from Biamp were installed in the various waiting areas and surrounding hallways to improve the administration's acoustic environment and create a more secure setting for private conversations.



CONCLUSION

With the implementation of the QtPro sound masking systems throughout the SSA field offices, patrons are now more comfortable discussing sensitive information and the field offices meet their obligations to maintain the privacy of patron data.



ABOUT BIAMP

Biamp is a leading provider of innovative, networked media systems that power the world's most sophisticated audiovisual installations.

Recognized worldwide for delivering high-quality products and backing each one with a commitment to exceptional customer service, Biamp's mission is connecting people through extraordinary audiovisual experiences.

Founded in 1976, Biamp is headquartered in Beaverton, Oregon, with offices and manufacturing facilities located around the world.

CONTACT US

✉ biampinfo@biamp.com

☎ 800.826.1457

🌐 www.biamp.com