

# BICSI

## BICSI World Headquarters & Learning Center Get Focused with Cambridge Sound Masking

### CHALLENGE

Reducing Noise Distractions and Optimizing Staff and Student Productivity

Building Industry Consulting Services International (BICSI) is the world's leading professional advocate for the advancement of the information and communications technology (ICT) industry.

In 2019, BICSI leadership kicked-off an exciting and ambitious undertaking: the complete renovation of their World Headquarters and Learning Academy in Tampa, Florida.

"Project Refresh," as the project became known, turned the BICSI facility into a state-of-the-art smart building.

The BICSI World Headquarters houses a variety of departments, and the nature of the work varies, from call center activities to intra-departmental collaboration.

The BICSI Learning Academy has four spacious classrooms, a large, contemporary student lounge area, café, media area and an open view of a modern equipment room.

"As part of the Project Refresh renovation, our staff areas were transitioned from a siloed configuration with large, high cubicles and walls to a more open and collaborative environment. This change brought with it higher noise levels and a greater potential for distraction. Further, with the Membership & Customer Care call center onsite, we needed a way to control sound levels to minimize disruption to neighboring departments," said Christopher Muratore, Director of Information Technology.

“ After sound masking was deployed, office noise was significantly reduced and any sounds you can hear are unintelligible, retaining a level of privacy. ”

Christopher Muratore  
Director of Information Technology  
BICSI



## SOLUTION

### Cambridge QtPro® Sound Masking from Biamp

BICSI installed small, barely visible Qt® Emitters (loudspeakers) in the drop ceiling throughout 33,000 square feet, covering open workspaces, the student break area, training classrooms and in one of the private staff offices. The emitters were connected by standard category cables to a Qt® 600 control module residing in the server room. The system enabled different masking volume levels across 13 different zones, allowing BICSI to proactively address noise distractions and enhance productivity.

## RESULT

Prior to the installation of the Cambridge sound masking system, office staff could very clearly hear conversations between coworkers and telephone calls.

“After sound masking was deployed, office noise was significantly reduced and any sounds you can hear are unintelligible, retaining a level of privacy,” said Muratore.

## ABOUT BICSI

BICSI is a global professional association supporting the advancement of the information and communications technology (ICT) community. Headquartered in Tampa, Florida, the organization’s membership spans nearly 100 countries. They are the worldwide preeminent source of information, education and knowledge assessment for the constantly evolving ICT community.

## ABOUT BIAMP

Biamp® is a leading provider of innovative, networked media systems that power the world’s most sophisticated audiovisual installations. The company is recognized worldwide for delivering high-quality products and backing each one with a commitment to exceptional customer service.

Recipient of the Frost & Sullivan 2018 Global Installed Audio Conferencing Enabling Technology Leadership Award, Biamp is dedicated to creating products that drive the evolution of communication through sight and sound. The award-winning Biamp product suite includes: Tesira® media system for digital audio and video networking, Devio® collaboration tool for modern workplaces, Audia® digital audio platform, Nexia® digital signal processors, Vocia® networked public address and voice evacuation system, Cambridge® sound masking solutions, and loudspeakers for installed sound applications from Community Loudspeakers® and Apart Audio®. Each has its own specific feature set that can be customized and integrated in a wide range of applications, including corporate boardrooms, conference centers, huddle rooms, open floor environments, performing arts venues, courtrooms, hospitals, transportation hubs, campuses, retail, hospitality, military and government, and multi-building facilities.

Founded in 1976, Biamp is headquartered in Beaverton, Oregon, USA, with additional offices around the globe. For more information on Biamp, please visit [www.biamp.com](http://www.biamp.com).



## CASE STUDY OVERVIEW

### SPACE

33,000 square feet of open workspaces, student break area, training classrooms and a private staff office.

### CHALLENGE

Reducing noise distractions and optimizing staff and student productivity.

### SOLUTION

Qt® 600 Sound Masking System



### RESULT

Fewer noise distractions and increased productivity for staff and students.