A LIFE-SAVING COMPANY IN NEED OF TECHNOLOGY SAVING
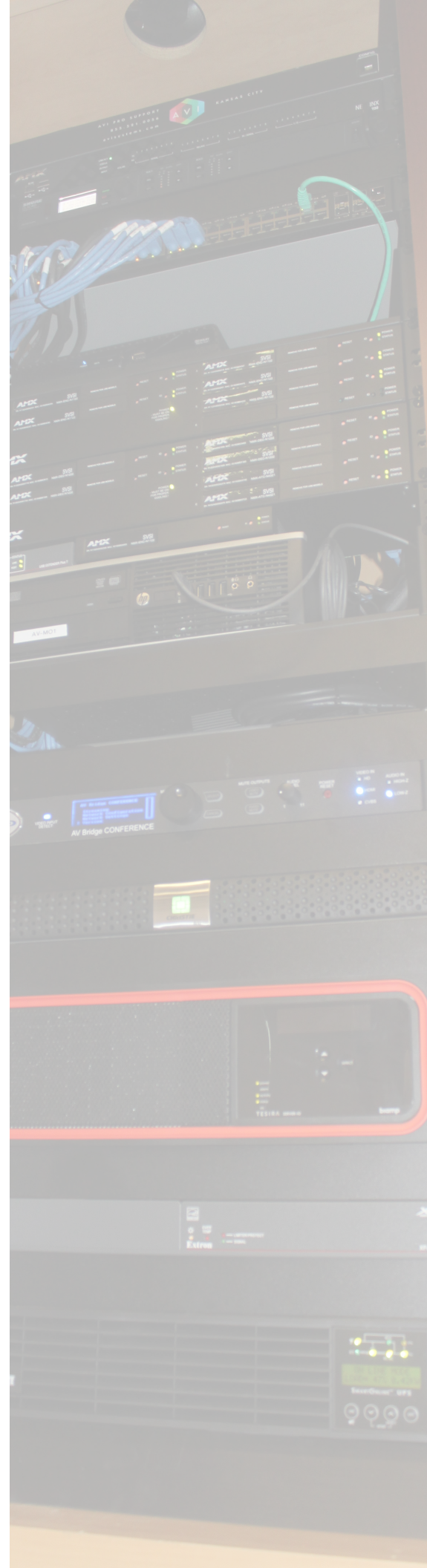
CHALLENGE

Created in 1994 by Missouri's legislature to solve the workers compensation crisis, Missouri Employers Mutual (MEM) quickly lived up to its mandate to serve the state's business owners and bring safety to the workplace. Since opening its doors in 1995, MEM has held the number one spot in Missouri work comp market share. Twenty years later, the headquarters in Columbia, Mo. needed a technology facelift – specifically the meetings spaces.

Therese Fick, project manager for the MEM project, was tasked to identify a solution for the aging meeting space systems.

AVI Kansas City was all over it.

Three different integrators presented proposals, however, AVI won the project. "AVI was chosen due to their professionalism and knowledge of AV," explained Fick. "AVI really listened to not only MEM's immediate needs, but our future AV requirements as well.

SOLUTION

With over 280 MEM employees, as well as customers and partners using the meeting spaces, it was imperative for the new technology to be user-friendly. Over the course of two months, AVI and representatives from every MEM internal department met to discuss specific user wants and needs. Each department would utilize the spaces differently, so AVI challenged each department head to really think about how they would use the spaces – and to not be shy. They were also encouraged to voice any hesitations or worries – to really think outside the box.

AVI presented MEM with several different budget options - all compiled into a PRO Development Report. The PRO Development Report included an executive summary with a functional description, operational requirements and use cases. In addition, the report included potential factors for consideration, project timeline and lifecycle as well as support plan options.

Project Developer Joe Athon, and Design Engineer Nate Nice met with stake holders and power users to determine the goals and use cases for the various teams across the MEM enterprise. AVI worked with the MEM team to both understand their hopes and needs, but also to educate them on what was possible. Though this consultative process, AVI also helped MEM understand the cost drivers for each option discussed.

Fick and her team chose the most feature-rich option for both meeting spaces – Show ME A+B and Missouri. Show Me A+B, the larger of the two meeting spaces, has the ability to divide into two separate rooms. Each room had to be equipped to support both collapsible and divide states. Show Me A+B defaults to Show Me A control and sources when collapsed. The dividing wall between rooms is monitored by an infrared partition sensor that when engaged, sends a signal to the control processor and automates the room-combine function. When in room-combine function, the selected video and audio sources will all be displayed and heard in both spaces.

Show Me A+B was equipped with a 3 x 3 array of 46-inch LCD panels in the front of the room, with a 70-inch NEC display placed in the rear of the room, to serve as a confidence monitor for the presenter. AVI integrated a Christie Brio for remote and local wireless presentations and collaboration. To encourage audience interactivity, AVI also equipped the room with polling capabilities.

Both rooms are videoconferencing capable – and controllable – through Polycom's RealPresence HD enterprise video platform and Vaddio's RoboShot pan-tilt-zoom cameras.

Shure microphones and speakers were used for audio in Show Me A+B, while both Shure and Biamp Tesira were used in the Missouri for echo cancellation to ensure top audio quality.

Users are now able to easily power the system on/off, control speaker and microphone volume, conference dialing, camera selection, source selection, and wireless presentation through an AMX control panel.

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In Missouri, AVI also integrated a 3 x 3 array of 46-inch LCD panels in the front of the room, with a 24-inch LED touchscreen display from Sharp. Similar to Show Me A+B, the Missouri is very presenter friendly. Users are able to walk into the room easily connect wirelessly with mobile devices or through a PC with an HDMI or VGA + Audio connection.

In addition to the integration, MEM also utilized AVI's PRO Support agreement, ensuring 24/7 call assistance from an AVI Global PRO Support specialist.

"From the very beginning AVI brought the right people, ideas and information to the meetings, including AVI's Regional Vice President, Tom Madsen," stated Fick. "They made us feel as though AVI was really taking the time to understand our "vison".