



A simple conversation.

Even in sophisticated government facilities, there will be collaboration rooms with outdated technology in need of a makeover. In a situation like this, Profound Technologies is called upon to update the key commercial automation and provide new, high-quality collaboration room systems. This was true for the Pentagon who had reached out to Profound about their need for a renovation.

"A particular video teleconference room in the Pentagon was in desperate need of an upgrade," Don Hirtley, a project manager for Profound, describes the situation. "Four-Star General Moyer used the room for weekly calls and meetings with generals on other bases, but he continually faced issues. The room still worked with an analog system and a lot of the technology was low resolution or had stopped working altogether. The sound system was garbled, making it difficult to hear and understand. The touch panel couldn't be used because no one had kept it updated. On top of that, the rat's nest of wires looked messy. General Moyer was in need of a renovation that provided a sophisticated, new control system and a complete new user interface that would be easy to use and worked seamlessly."

Profound Technologies was recommended for the job by a master sergeant who was very pleased with the work they had accomplished for the Air Force a year and a half before. Profound had upgraded a room called the Briefing Center, which is for "all hands" meetings and award ceremonies. One of the users who was impressed by this job was Pentagon representative Chief Rogers. He explains that

the Pentagon knew Profound would be the best company for the task: "Our main pain point was the control system, and Profound was able to provide us with a user interface that we could walk right up to and use immediately. Profound has a reputation of making a smooth running and easy to work with user interface system, and I can personally vouch for that."

Don Hirtley
Project Manager

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Profound refreshed the whole room by not only implementing their user interface, but also a new sound system with microphones, speakers, and a new digital switching system. This room was operated by subordinates, but it needed to be ready and presentable for General Moyer to use when he needed the room. Chief Rogers reported that the General was very pleased with the renovation: "The microphone and video system works effectively and clearly so that our new conference calls run smoothly. The whole place looks a lot nicer."

While this project went well, there are still complications that come with servicing a government facility. Profound, however, faced these difficulties patiently and still performed the task in a timely manner with incredible accuracy. Don describes these difficulties: "Secure room environments present challenges, adding more complex logistics and limiting the staff to only approved or 'cleared'

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personnel. When installing in these rooms you are at the military's discretion and if they need to use the room, you will get kicked out and have to wait to resume your work. They might need the room to deal with issues of national security for all you know, so it is important to let them have that space when they need it."

Despite these challenges, Profound looks forward to working further with the Pentagon in the future. This includes another conference room, which is scheduled to be updated soon. They have a service agreement in place and Don reassuringly says that "Profound will support any issue to make sure our system is working according to its standards of high-quality equipment and quick and easy use."

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