

## Case Study

# IT Solutions

IT Solutions, a leading provider of proactive IT support and responsive customer service, faced a challenge in finding a trusted partner to address their customers' audiovisual (AV) needs. As a company dedicated to delivering top-notch managed IT services, they sought an AV expert who could complement their offerings and provide comprehensive solutions.

IT Solutions discovered Profound Technologies, a company renowned for its end-to-end AV integration services that did not overlap with IT Solutions' support offerings. This partnership with Profound was mutually beneficial from the start. With expertise in AV integration, design, and deployment, Profound became the go-to provider for IT Solutions' clients seeking AV solutions. Through the collaboration with Profound, IT Solutions successfully secured two new customers and addressed their unique AV requirements.

In the realm of AV integration success stories, Sheward Partnership, an award-winning architecture, planning, urban design and

sustainability consulting firm, found themselves in need of an AV integrator to design and construct their new boardroom, which was meticulously crafted around Zoom video conferencing with a strong emphasis on aesthetics. This collaboration involved a government primary contractor, an interior design firm, and Profound Technologies in enhancing the Security Operations Center at the Supreme Court, which also served as an exemplar of achievement. The solution for Sheward Partnership's boardroom included dual displays, iPad control, ceiling-mounted microphones and speakers, and meticulous cable management, ensuring a clutter-free environment.

Sheward Partnership expressed great satisfaction with the AV work delivered, just as the collaboration at the Supreme Court achieved its success.

IT Solutions and Profound Technologies joined forces once again for a substantial project, this time involving the expansion of an HVAC company on the east coast.

"Horizon Services, with over 36 years of reliable air conditioning, heating, plumbing, and electrical services, is undergoing a growth phase," said the sales representative from IT Solutions. With that, they required video conferencing upgrades for their HQ conference rooms based on Zoom. Profound completed the AV work at

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the headquarters and then proceeded to integrate AV standards across multiple satellite offices, including newly acquired businesses along the east coast. Under tight timelines, Profound rolled out 33 rooms across 27 locations over two years. IT Solutions and Horizon Services were highly pleased with the results,” they continued, expressing their contentment with the AV solutions provided. “Thank you, Dan! Our partnership with Profound Technologies has truly transformed our work environment. The seamless integration of technology and the dedication of both teams have not only improved our daily operations but also enhanced our collaboration capabilities. We’re excited about what the future holds for this partnership and the continued innovations it will bring to our organization.”

The partnership between IT Solutions and Profound has proven fruitful, enabling both companies to collaborate on future opportunities. By leveraging Profound’s expertise in AV integration services and IT Solutions’ exceptional managed IT services, they have created a powerful alliance that delivers comprehensive solutions to clients. As they look forward to their next project together, IT Solutions and Profound continue to enhance the AV experiences of customers and provide seamless technology integration.