

Case Study

Pentagon

Even the most sophisticated collaboration spaces in government buildings might experience issues with thorough audio-visual system updates and out-of-date technologies. Profound Technologies specializes in providing commercial automation and cutting-edge collaboration room systems, and the iconic Pentagon needed such a transformation.

According to Profound project manager Don Hirtley, “The Pentagon’s video teleconference room desperately needed an upgrade.” Weekly phone calls and meetings with generals from other bases were held in the room by a four-star general, but problems persisted. Performance was hampered by the low-resolution technology and antiquated analog system. The touch panel was outdated, and the sound system produced muffled audio. The tangle of wires further added to the appearance of chaos. The general was looking for an elaborate makeover that included a new control system and a user-friendly interface that worked flawlessly.

Based on their excellent work updating the Briefing Center for the Air Force a year prior,

Profound Technologies came highly recommended. According to a Pentagon spokesperson, “We knew Profound would provide an intuitive user interface that we could use immediately to resolve a main pain point with the control system. They are well-known for developing user-friendly and smooth technologies, and I can personally attest to that.”

The entire space was renovated, including the installation of Profound’s user interface and a brand-new audio system complete with speakers, microphones, and an advanced digital switching system. The chamber was run by subordinates, yet it still had to be spotless for the general to use. The microphone and video system now function effectively and provide crystal-clear communication during our conference calls. The entire room looks considerably more impressive.

Profound tackled the task with patience and great precision, completing the project speedily despite the difficulties of operating in a government institution. Because of their restricted access for authorized workers and logistical limitations, secure room environments can be complex. Working in these rooms requires one to be ready to adapt to the demands of the military, even if that means pausing work for the sake of handling concerns of national security.

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Profound Technologies is excited to carry on working with the Pentagon in the future. A service agreement and a systems update are planned for another conference room. Don promises that

“Profound will promptly address any issue to ensure their system operates at the highest quality with quick and easy usability, consistent with our standards of excellence.”

