

# BUSINESS

## Rabobank – Sydney, Perth, and Brisbane



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Pro AV Solutions recently carried out a major audio visual refresh of the Rabobank offices around the country, including their office in Sydney, Perth, and Brisbane.

Having experienced issues with their control system, Rabobank needed an upgrade to their control system as it was starting to have a real impact on their working environment given it was difficult to use and unreliable. The new system not only had to include an easy, intuitive and reliable control system but allow flexible and agile collaboration amongst the team all while utilising existing equipment.

Utilising existing equipment made the project more complex integrating with new updated hardware. The Pro AV design and drafting team had their work cut out for them but managed to integrate existing equipment alongside the necessary new hardware. One of the major elements to this was the lectern customisation for the training room.

**Interoperability and connection between their Australian and international offices were crucial to this upgrade, as the voice and video technology had to be seamless and reliable whether the conference was a local, national or global call.**



As an office with a blend of on-premise and off-premise network, our programming and commissioning team were up for a challenge. As something quite often overlooked with refreshes and refurbishments, Pro AV's experienced programming team was able to work closely with the Rabobank IT team to get the new system not just working but secure.

One of the key updates for Rabobank was the control system. Using Crestron control, the new audio visual system is stable, removing the frustrations caused by dropouts from the previous system. To reduce this risk even further, all spaces are monitored and managed by XiO Cloud so the Pro AV Service team is alerted if anything drops from the network or any hardware faults. The new refresh also included a mix of DiColor LED and Samsung Displays for digital signage and internal company announcements.

Given the importance of the AV spaces at the Rabobank office it was crucial to the customer that the system up-time was guaranteed. Under a 3 year Service Level Agreement the Rabobank team has the Pro AV Support team available to them for three years.

A mix of Microsoft Surface Hub's and Samsung Flips are now available to the team for collaborative conferencing and presentations. Reliable Poly video conferencing equipment was added to meeting spaces to make meetings more efficient and inclusive, connecting all Rabobank offices together.

