

AV User Experience Consultation

Case Studies

Collaboration technology affects everyone in an organization, making an accurate understanding of user needs and stakeholder buy-in key factors of success when deploying collaboration systems.

Our expert user experience methodology has steered high-stakes projects towards success by establishing a deep understanding of user needs, developing consensus among large and varied user groups, and by deploying intuitive software that delights end users and stakeholders.

Read on to learn how our involvement has ensured successful outcomes for the most complex AV installations and largest enterprises in the world.



Ivy League Business School

An Ivy League business school sought our assistance in designing their next generation of classroom technology. Together we focused on simplifying the teaching experience, while maintaining the powerful feature set they developed over years of iteration.

The Stakeholders

The business school serves a wide spectrum of users: students, faculty, and guest lecturers. Together they account for a wide variety of presentation styles and technological know-how. Success required an intimate understanding of the users' wants, needs, fears, and anxieties. Gaining buy-in was essential to maximizing adoption by the user community.

The Requirements

Their classroom technology included a robust set of features for a variety of classroom types: from simple classrooms to expansive lecture halls. A unified control experience needed to drive all classroom functions including routing, video calling, cloud-based recording, lighting adjustment, speech reinforcement, and remote monitoring.

The Solution

PepperDash conducted a series of in-person discussion groups to obtain a thorough understanding of the variety of users and the many ways they use classrooms. An in-depth findings report catalogued what was learned in these discussions and became the scaffolding for the remainder of the project. We worked closely with the AV team to implement a design that surfaced simple controls and encouraged exploration into more advanced functions. Our classroom control software remembers each user's preferences, delivering a personalized experience that is consistent as they move between classrooms.

The Results

There was an overwhelmingly positive response from the community. Professors describe their experience as "Easy," "Very intuitive," and "So much better than before." The classroom technology team has reported a measurable up-tick in faculty engagement, and wider adoption of classroom technology overall.

World-renowned Medical Center

A world-renowned health care provider and educational institution in New York City selected PepperDash to unify collaboration controls across their enterprise, from operating rooms to executive briefing rooms. The new experience minimized the need for user training. It also provided consistent and intuitive controls, while reducing deployment timelines and the overall cost of ownership.

The Stakeholders

The unified solution needed to support medical teams and c-suite executives in a variety of environments and use-cases. The unified solution also had to ensure users could route video consistently in conference rooms, operating rooms, and lecture halls alike.

The Requirements

The new experience needed to be consistent, so it could support a wide variety of users, and flexible, so it could support a wide variety of environments. In addition, the unified interface needed to be configurable so it could be configured and deployed by multiple integration partners, without requiring modifications to the control software.

The Solution

We first catalogued the different system types in terms of scope, and user requirements. Similarities among disparate systems were noted, and requirements were isolated. We then designed one control palette for core activities, and a catch-all control palette for system-specific features. Not only did this result in a uniform experience, it also furthered our goal of standardizing system designs. This standardization culminated in an overall reduction in deployment time and costs.

The Results

When the initial deployment was completed, users celebrated the unified experience for its simplicity and modern feel – a demonstration of our customer's ongoing investment in cutting-edge technology. In addition to realizing the target objectives, implementing standardized systems has streamlined deployment workflows, reduced costs, and cut down on timelines.

Global Monetary Institution

One of the largest non-governmental organizations in the world needed to modernize their international headquarters. When we started, they used hand-cranked projector screens in some rooms. Today, they utilize codec farms, remote broadcast control, simultaneous interpretation, and centralized building-wide switching.

The Stakeholders

Our partnership began with multiple days of interviews with users ranging from board members to guest services staff. The internal politics of such a massive organization often requires delicate collaboration, and our role as an objective third party greatly aided the AV services team in finding common ground among such a broad community of users.

The Requirements

Mitigating potential disruptions that could be caused by changing workflows was one of the biggest challenges of this project. A complex feature set was needed for broadcast technicians to remotely control live events. And, a single-button solution was needed for interpreters to remotely attend events, listening in one language while simultaneously translating into another language. That same paradigm needed to be used by every-day workers and guest lecturers in standard conference rooms as well.

The Solution

We proposed our solution in detailed, button-by-button software blueprints. After approval, a multi-program application stack was developed and deployed across the organization. That single piece of software successfully differentiated each room through modification of a single text file.

The Results

Standardizing the system designs and software greatly reduced deployment time, enabling us to roll out entire floors in days instead of weeks. Our human-centric focus continues to be celebrated by users, managers, and support teams. We have since expanded our partnership, working with them to design and deploy additional collaboration systems throughout the enterprise.