

CASE STUDY: Reducing Distractions and Protecting Speech Privacy in a Busy Accounting and Consulting Firm



Challenge

Reducing Distractions and Protecting Speech Privacy in a Busy Accounting and Consulting Firm

415 Group provides certified public accounting and business advisory services to a variety of clients across multiple industries in Stark County, Ohio and other surrounding areas. Much of what their partners and associates do is assist clients with accounting and tax issues, so having a comfortable work environment that allows team members to concentrate is paramount. Additionally, many of their employees are often communicating with their clients over the phone, causing potential speech privacy concerns.

415 Group's Canton location is a large open office space. Like most offices, the office space has a mix of open cube areas, private offices, and conference rooms over one main floor. At first the space was sufficient for the company's needs and efficiencies, but as 415 Group continues to grow, noise distractions have begun to pose problems. The walls are thin and many employees have noticed that speech/noise from other offices and the surrounding high traffic areas cause a constant disruption.

415 Group's partners began seeking a solution to the noise issue. Dan Kloha (a partner), visited a client's office with a sound masking system in place. Sound masking is the process of adding a low level, unobtrusive background sound to an environment to cover up excess speech noise, making the affected environment more comfortable, private, and free of excess noise distractions. A quick web search drove Kloha to Cambridge Sound Management's website where he requested more information. Cambridge Sound Management's staff connected 415 Group with nearby integrator Paul Raies from DAB Communications, who demoed Cambridge Sound Management's patented QtPro™ sound masking system for 415 Group. Having left the demo impressed by QtPro and its capabilities, 415 Group's partners engaged Raies and his team to install the product throughout their office.

“ Sound masking from Cambridge Sound Management met our office's needs perfectly. It keeps the noise level down between the cubicle areas and also helps prevent speech noise from permeating through private office and conference room walls. It really works. ”

Dan Kloha
CPA, Partner
415 Group

Solution

QtPro Sound Masking System

DAB Communications installed small, barely visible Qt® Emitters (speakers) in the drop ceiling throughout the open office, private office, and conference room space. The emitters were connected by cables to a Qt 600 control module residing in the server room. The system allowed for different masking volume levels across different zones, allowing 415 Group to address noise distractions more aggressively in the office's problem areas. Automatic ramping was also programmed into the system, allowing the masking noise to be slightly louder at times when the office is at its busiest.

Result

A More Pleasant Work Environment

When employees returned to the office after the sound masking was installed they were pleasantly surprised to hear the masking noise and a noticeable decrease in distractions. After a few days, the masking sound itself wasn't noticed by the employees, but the benefits of reduced distractions continue to pay dividends for employee concentration, productivity, and well-being.

"Sound masking from Cambridge Sound Management met our office's needs perfectly," says Kloha. "It keeps the noise level down between the cubicle areas and also helps prevent speech noise from permeating through the private offices and conference room walls. It really works."

About 415 Group

Since 1981, 415 Group has been a full-service professional firm providing certified public accounting and business advisory services to a variety of clients across multiple industries. Over the years, 415 Group has added an Information Technology division, which provides IT consulting and security services, and evolved into an organization serving many business entities (of various industries) as well as many individual clients. 415 Group's employees invest in relationships and strive to become their client's most trusted advisor by proactively identifying their needs, helping them become more profitable, and assisting them in achieving their financial and business goals. 415 Group has built a reputation by being a strategic advocate, trusted friend, and an accounting and IT leader for their clients.

About Cambridge Sound Management

Cambridge Sound Management, Inc. manufactures QtPro sound masking systems to help organizations across multiple industries protect speech privacy, reduce noise distractions, and fuel workplace productivity. Powered by direct-field Quiet Technology, QtPro works by emitting a uniform, barely perceptible background sound at the frequencies of human speech. Cost effective and easy to install, QtPro is deployed in hundreds of millions of square feet of space throughout the world including commercial organizations, healthcare facilities, financial services, government agencies, and educational institutions.

About DAB Communications

From assessing voice and data needs to buying the raw phone equipment to installation, testing and training, DAB Communications manages all stages of upgrading or maintaining business telecommunications systems. For over 20 years, DAB Communications has been focused on building a solid track record of reliable installation and repairs of advanced office telephone systems and communications solutions for customers in the greater Akron/Canton area. DAB Communications also provides sound masking solutions for businesses and offers a wide range of peripherals including wireless phones, plantronics headsets, music on hold, and a new panic button for doctor's offices and hospitals.



Case Study Overview

SPACE

Approximately 12,000 square feet of open office space, private offices, and conference rooms on one floor of a busy CPA firm.

CHALLENGE

Thin walls, rapid employee growth and high traffic areas has led to increased work activity and noise distractions.

SOLUTION

Qt® 600 Sound Masking System



RESULT

An office environment where fewer conversations are overheard, allowing 415 Group's associates to concentrate better while continuing to provide their clients with excellent service.