Case Study

John Laing

Providing the infrastructure for the infrastructure specialist

Putting the infrastructure into John Laing

Established in 1848, John Laing is a specialist investor, manager and operator of public sector infrastructure assets. With many consortium-led projects to manage, a strong partnership and communications ethos is integral to the successful delivery of its business strategy. When, in 2012, the company moved into its impressive new No. 1 Kingsway headquarters, it took the opportunity to review and optimise its telecommunications delivery. So, who does the infrastructure specialist turn to when it wants to lay down a technological infrastructure of its own? The answer is Fitzpro Ltd and a unified control and automation solution which is helping John Laing stay connected across its entire operation.

So, when you operate in no fewer than 73 national and 6 international offices it's no small task to create a technology solution that helps connect every dot. The main focus was a need to create a head office environment that enabled ease of technology adoption, ease to share and communicate.

In the past users had been plagued by problems and adoption was low, staff had been fearful of the technology at their disposal and as a result, uptake of the facilities was minimal.

Put simply, it had to be easy.
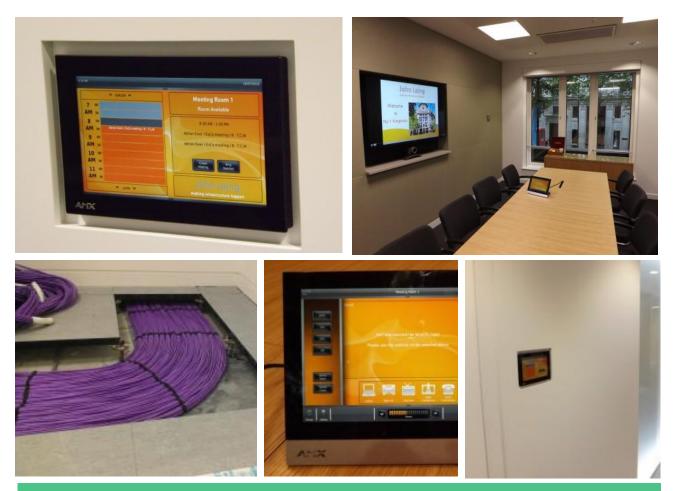
Remove the complication

By harnessing the simplicity of touch screen controls on each meeting room table, the need for complicated set ups had been completely removed. With the help of the first AMX Enova DGX 32 x 32 digital matrix in the UK, within 3 button pushes a whole space can be up and running and a meeting in full flow which removed the need for room set up time and the need for a costly support technician to help with it.

The ability to manage the in-room environment was provided at a fingertip. Turn the TV up or down, close the blinds, lower the lights, even order a cup of tea. All video, audio and control functions are then routed via a central location to enable simple maintenance and support. Should a hardware element stop working, the room remains in use while the issue can be repaired in another location. This of course means the room can remain in use for day to day meetings as much as possible.

Video conferencing is made quicker and easier to set up than making a phone call. Within 3 pushes you could call any other video enabled office on the globe and meet in full HD video.

Outside the rooms, booking touch panels had been placed to manage the spaces and inform users of when rooms are booked and when they're not. On the fly meetings can be created at the room booking panel which then updates the main business calendar automatically. All room bookings are then managed by the reception support team via Outlook calendar.

A global success

Realising that in today's global marketplace a robust video conferencing system is a valuable commodity, John Laing set Fitzpro the task of delivering the sort of system that comes as close as possible to replicating a real meeting whilst avoiding the user experience problems that had plagued it in the past. By harnessing the power of simple to use touch screen controls and a robust media matrix system, a true "visual collaboration" experience has been delivered, enabling the infrastructure specialists to enjoy their own reliable, easy to use infrastructure!

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One touch of the AMX panel and the camera and screen are turned on and the VC system initialised, presenting the dial pad ready for the conference call to take place. All of the VC and AV functions are displayed in a graphical way that makes it so simple to use – people just get it.

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