

case study

Digital transformation supporting modern workplace demands

The background

Trowers & Hamlin is an international law firm with over 170 partners and more than 1000 people located across the UK, Middle East and Asia. Flexibility, collaboration and communication is critical to the success of its business. But with the technology installed at its London headquarters on Bunhill Row becoming outdated and no longer fit for purpose, Trowers & Hamlin were looking to refresh its AV equipment to meet all the demands of the modern workplace.

The goal of the project was to create hybrid collaboration meeting rooms that provide a seamless way for staff to organise and join web conferences. In addition, Trowers & Hamlin wanted to use this opportunity to revitalise its AV equipment across its UK and wider EMEA locations based on standardised AV technology.

Following the tender process, Kinly was appointed as Trowers & Hamlin's trusted technology advisor to consult on the project then design, deliver and support cutting-edge AV solutions that allow the business to meet all its needs and aspirations. Specifically, we were selected for our experience and ability to support complex workplace transformation projects.



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The solution

Trowers & Hamlins' previous AV technology was unable to support hybrid web conferencing. To help our client achieve its ambition to drive seamless collaboration, we agreed on a standardised AV setup across all client and internal meeting rooms based on a solid foundation of Yealink MTR solutions. This is an all-in-one video collaboration bar with a super wide-angle lens, delivering outstanding video quality and an exceptional user experience in medium-sized rooms. Supported by display sizes of up to 98-inches, Trowers & Hamlins now benefit from improved collaboration, engagement and participation.

Trowers & Hamlins now has a simple, consolidated conferencing solution that allows anyone to join meetings from web enabled space. In addition, the combination of Yealink and Sennheiser microphones allow for optimal audio and clear speech pickup for all attendees participating in collaboration sessions. All audio is processed through QSC digital signal processors. The refreshed AV equipment fits the individual room size and space while also allowing for flexibility in room layout, where required.

By helping Trowers & Hamlins to standardise its AV equipment across its EMEA locations, the user experience is simplified for guests and employees alike. This allows a consistent look and feel across all locations and spaces, enabling users to join meetings and begin collaborating with the touch of a button. The simplified setup allows IT and front of house staff to work efficiently through familiarity with simple to use technology, enabling them to focus their attention where it matters most.

In addition, by updating the audio visual equipment in Trowers & Hamlins' existing auditorium space and adding an Absen LED display, we delivered the versatility and capacity to deliver large web conference meetings, seminars and events. We also supported the client by designing a new AV enabled space that can facilitate a spectrum of use cases and work typologies.



SECTOR
LAW



LOCATION(S)
LONDON, UK



SOLUTION
COMPLEX
AUDIO-VISUAL

The **result**

Previously, Trowers & Hamlin were not fully equipped to run web conferencing and operate meeting room equipment as efficiently and effectively as it wanted to. The simplified and standardised setup now streamlines technology usage, inspiring increased confidence among the team and removing the need for costly AV expertise.

Trowers & Hamlin now benefits from a future-facing office space that supports the demands of both its physical and virtual workforce. We continue to support our client with a full service and support contract, ensuring its AV technology estate is always fully operational and performing to its maximum potential.

Why **Kinly**?

Bringing people & technology together for better productivity wherever the work happens — because great things happen when people work together.



The **testimonial**

**Richard Elson, Director of Information Services,
Trowers & Hamlin**

"The difference to our conference suite experience is night and day and Kinly were professional and excellent to deal with throughout."