

The Chamberlin Group's St. Louis Office



SUMMARY

- **LOCATION**
St. Louis, MO
- **FACILITY SCOPE**
Open-office floorplan
- **OBJECTIVE**
Ensure client confidentiality and reduce noise distractions.
- **BIAMP SOLUTIONS**
Cambridge Qt X 300 sound masking controller and Qt Standard Emitters
- **OUTCOME**
A noticeable reduction in noise distractions, and total peace of mind for a clientele that expects speech privacy.

When The Chamberlin Group, a trusted financial advisory firm, planned its move to a new, larger office in St. Louis, they were determined to create a workspace that balanced openness with privacy. Their experience with sound masking in their previous second-floor office, where it effectively reduced office cross-talk and distractions, highlighted its importance—particularly given the need for confidentiality in financial discussions.

THE ACOUSTIC CHALLENGE

The Chamberlin Group's new office was designed with a modern open floor plan to foster collaboration while also accommodating a growing team. However, this layout introduced challenges typical of open offices, such as increased noise distractions and potential confidentiality issues. In their previous office, sound masking had successfully mitigated disruptions caused by general office noise, including conversations from the CEO's sit-stand desk setup. These positive results solidified their decision to integrate sound masking in their new space.



The sound masking system that was deployed has been even more effective than what we saw in our previous office space.

DON CHAMBERLIN
CEO, The Chamberlin Group

SOLUTION: Cambridge Qt X 300

The Chamberlin Group selected St. Louis-based Callisto Communications, to address the company's challenges. Callisto Communications' Steve Broadbeck selected the Cambridge Qt X 300 sound masking solution, accompanied by Qt standard emitters, from Biamp. Tailored for medium-to-large office spaces, the Qt X 300 solution was ideal for the firm's needs, providing uniform sound masking coverage across

open work areas, private offices, and meeting spaces.

Emitters were strategically placed to ensure consistent sound distribution throughout the office, subtly increasing ambient sound to mask conversations while maintaining an unobtrusive auditory environment. This fine-tuned setup helped create a balance between collaboration and privacy.

RESULTS: A Workspace Designed for Focus and Confidentiality

The Chamberlin Group saw immediate benefits from the installation. Employees noted fewer distractions, enabling them to focus better, while sensitive financial discussions remained confidential, even in open areas. The system helped eliminate sound spillover, so conversations in one section of the office no longer disrupted work elsewhere.

"When we started the process of looking into sound masking for a new space, we weren't sure how it would be adapted properly." Said Don Chamberlin, The Chamberlin Group CEO. "In our previous office suite, we used sound masking successfully in individual offices. It kept our clients' private conversations confidential," he said.

But integrating sound masking in the company's new, larger office proved challenging.



"Our new office was set up in an entirely different format. Instead of private offices, we have cubicles with a lot of open space. This created new problems that we had not seen when we had individual offices," Said Mr. Chamberlin.

"But the sound masking system that was deployed has been even more effective than what we saw in our previous office space."

The leadership team was particularly impressed by the scalability of the Qt X 300, which allowed for seamless integration into their current office design and future-proofed their workspace for additional growth. Minimal maintenance and ease of use were also key advantages.



KEY BENEFITS: Qt X 300 Installation

- 1. Enhanced Productivity:** Reduced distractions improved employees' ability to concentrate on complex financial tasks.
- 2. Greater Privacy:** Sound masking ensured confidential conversations stayed private, reinforcing trust with clients.
- 3. Future Scalability:** The system can easily expand to support additional office spaces or employees.
- 4. Seamless Implementation:** Installation was non-intrusive, and the system blended effortlessly into the office's design.

CONCLUSION

By integrating the Cambridge Qt X 300 system and sound masking emitters, The Chamberlin Group achieved a workplace environment that supports productivity, fosters collaboration, and upholds client confidentiality. Their proactive approach to sound masking demonstrates its value as a key investment for any financial advisory firm looking to optimize its workspace. This case study highlights how thoughtful acoustic planning can transform the way businesses operate and thrive in open office environments.

ABOUT BIAMP

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Recognized worldwide for delivering high-quality products and backing each one with a commitment to exceptional customer service, Biamp's mission is connecting people through extraordinary audiovisual experiences.

Founded in 1976, Biamp is headquartered in Beaverton, Oregon, with offices and manufacturing facilities located around the world.

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