



## Salvation Army International Headquarters selects Bosch wireless conference system for its Sunbury Court Conference Centre

June 2010

The International Headquarters of The Salvation Army uses its conference centre at Sunbury Court, located 20 miles west of London, England, for the election of its world leader. Of prime importance is the ability for all present to hear and participate with maximum ease. In preparation for the next election in January 2011, The Salvation Army has selected the Bosch Digital Congress Network (DCN) Wireless Discussion System for quality audio throughout the election process.

Among other meetings, the conference room hosts the High Council sessions at which the next General of The Salvation Army will be elected. When it was built in 1999, the conference room was equipped with a hard-wired system that could accommodate up to 50 units (100 delegates), but sound quality had always been problematic, as Mark Calleran, Chief Information Officer at The Salvation Army International Headquarters, explains:

“The existing system was fairly elaborate, but despite continuous changes over the past six years, it never sounded like human speech, and with people whose first language is not always English it had been hard to hear. The sound quality was unacceptable and, being a hard-wired system, it was un-expandable and dictated the room layout, so gave us little flexibility.

“In 2009, when using the conferencing facilities at a West London hotel, we saw the Bosch wired DCN system in action. It worked perfectly and we were so impressed that as a result we approached installers to fit the system as part of a wider upgrade to Sunbury Court’s conferencing facilities. Moving from a hard-wired system to a wireless version not only gives us greater flexibility in terms of the room configuration, but the system is also fully expandable and transportable,” Mark says.

Though the system’s primary function is to improve audio quality at the conference centre, The Salvation Army also hosts conferences in other parts of the world, to which it will now be able to transport this system.

“It really is a long-term investment to meet the needs of the organisation both now and for years to come,” Mark continues. “The Bosch flight cases offer robust storage to give complete peace of mind during transportation.

“The first use of the system will be at our World Youth Convention held in Sweden in July, to be attended by 1,000 young people from the 121 countries that The Salvation Army works in. The convention will be conducted in English and translated for delegates into four languages. Using an audio expander, we will also be offering a live streaming on the Internet of the convention –

video and audio – including the translations, so people can follow the convention online. This will be a good test of the ability of the system and not its normal use,” Mark says.

The Sunbury Court system has a 140-person capacity, with 70 dual discussion units for delegates and five single units for the chairperson and top desk, but can be readily expanded with additional units as required. The sleek DCN□WDD□D Wireless Dual Discussion Units produce crystal-clear sound due to a very high signal-to-noise ratio and antenna diversity, guaranteeing maximum speech intelligibility at all times.

The system is also protected against interference from other wireless equipment such as mobile phones, Bluetooth devices and WiFi networks. Wireless communication means extra security considerations. The DCN Wireless system and discussion units therefore feature multiple-layer protection to prevent eavesdropping and unauthorised access. Digital protection ensures the information within the system remains confidential.

The system was installed by Northampton-based Fabtronic, and it was the first Bosch wireless installation, as Chris Hobbins of Fabtronic explains: “It was very easy to install with intuitive settings. The system is controlled by a network PC and can be remotely administrated over IP as required. The system is also fully integrated with the room’s other conference systems including the lighting, projector system and window blinds for ease of use. We have been very impressed by the quality of the wireless system and would definitely recommend it for future projects.”

“We’re very pleased with the system so far,” adds Mark Calleran. “Where the previous system limited the number of users and the layout of the room, the wireless system offers us far greater freedom and portability. The fact that it can be readily transported means that we can bring the same quality of audio to Salvation Army conferences around the world,” he concludes.

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