

# CASE STUDY: Sound Masking at a Global Consulting Firm



## Challenge

### Protecting speech privacy in a new open office space

When RSM, a global network provider of independent audit, tax and consulting services, decided to renew their lease in their Boston location for another 12 years, an office remodel was required. With a fresh new color scheme, more modern look and feel, and great views of the water, the new space, although aesthetically pleasing to its employees and clients, had some acoustical issues.

With 4 floors of office space and 650 employees, the work styles of the employees differ depending on their job function. Many of the tax staff works independently in cubical space, while the auditors and consultants work more collaboratively in an open “conference center” space. The tax staff required a space with less noise distractions, and although the auditors and consultants needed an open space they also required privacy for one-on-one meetings.

The RSM office did have sound masking on the fourth floor of the space, which had been installed prior to their move in 2002. Having heard positive feedback from employees stationed on that floor, RSM decided to have a system installed in the entire building. Additionally, RSM visited the Cambridge Sound Management offices for a demo of their QtPro sound masking system.

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Dilia M. Teixeira  
Office Manager Lead—Boston  
RSM

# Solution

## Qt® 600 Sound Masking System

QtPro sound masking from Cambridge Sound Management was installed throughout the newly renovated 80,000 square foot office. Small, barely visible emitters (speakers) were placed throughout the space, mainly in acoustic ceiling tiles of various sizes, in the private offices, open work areas, and conference areas. The emitters were connected by cables to an intuitive Qt 600 control module mounted in the equipment room.

# Result

## Speech privacy and one-on-one conversations protected

With the QtPro sound masking system, RSM's employees have peace of mind and confidence that their private conversations with co-workers and clients are not being heard throughout the space. In addition employees are able to concentrate without speech and other noise distractions in the open office areas making it a more productive environment. "Not only is QtPro extremely effective in reducing noise distractions in our open spaces, our employees are very pleased they can have meetings and know their conversations are not being heard by others at the other end of the office," says Dilia M. Teixeira, Office Services Manager Lead, Boston, RSM. "We are so happy with the system in our main building, we plan to install QtPro in our annex location across from our plaza," Teixeira stated.

## About RSM US LLP

RSM US LLP (formerly McGladrey LLP) is the leading provider of audit, tax and consulting services focused on the middle market, with 9,000 people in 86 offices nationwide. It is a licensed CPA firm and the U.S. member of RSM International, a global network of independent audit, tax and consulting firms with more than 38,300 people in over 120 countries. RSM uses its deep understanding of the needs and aspirations of clients to help them succeed. For more information, visit [rsmus.com](http://rsmus.com).

## About Cambridge Sound Management

The world leader in commercial sound masking, Cambridge Sound Management, Inc. manufactures QtPro and Dynasound sound masking systems to help organizations protect speech privacy, reduce noise distractions, and fuel workplace productivity in their offices. Its next-generation sound masking systems work by emitting a uniform, barely perceptible background sound at the frequencies of human speech. The systems also include office paging and background music capabilities to help facilities meet all of their masking and audio needs with one affordable system. Cost effective and easy to install, Cambridge Sound Management's systems are deployed in over 15,000 organizations' spaces throughout the world including commercial businesses, healthcare facilities, financial services, government agencies, and educational institutions. For more information about Cambridge Sound Management, visit [www.cambridgesound.com](http://www.cambridgesound.com).



## Case Study Overview

### SPACE

Approximately 80,000 square feet of open office and private office space

### CHALLENGE

Speech privacy concerns

### SOLUTION

Qt® 600 Sound Masking System



### RESULT

An office environment where it's easier to concentrate while keeping conversations held in the open area from being overheard