

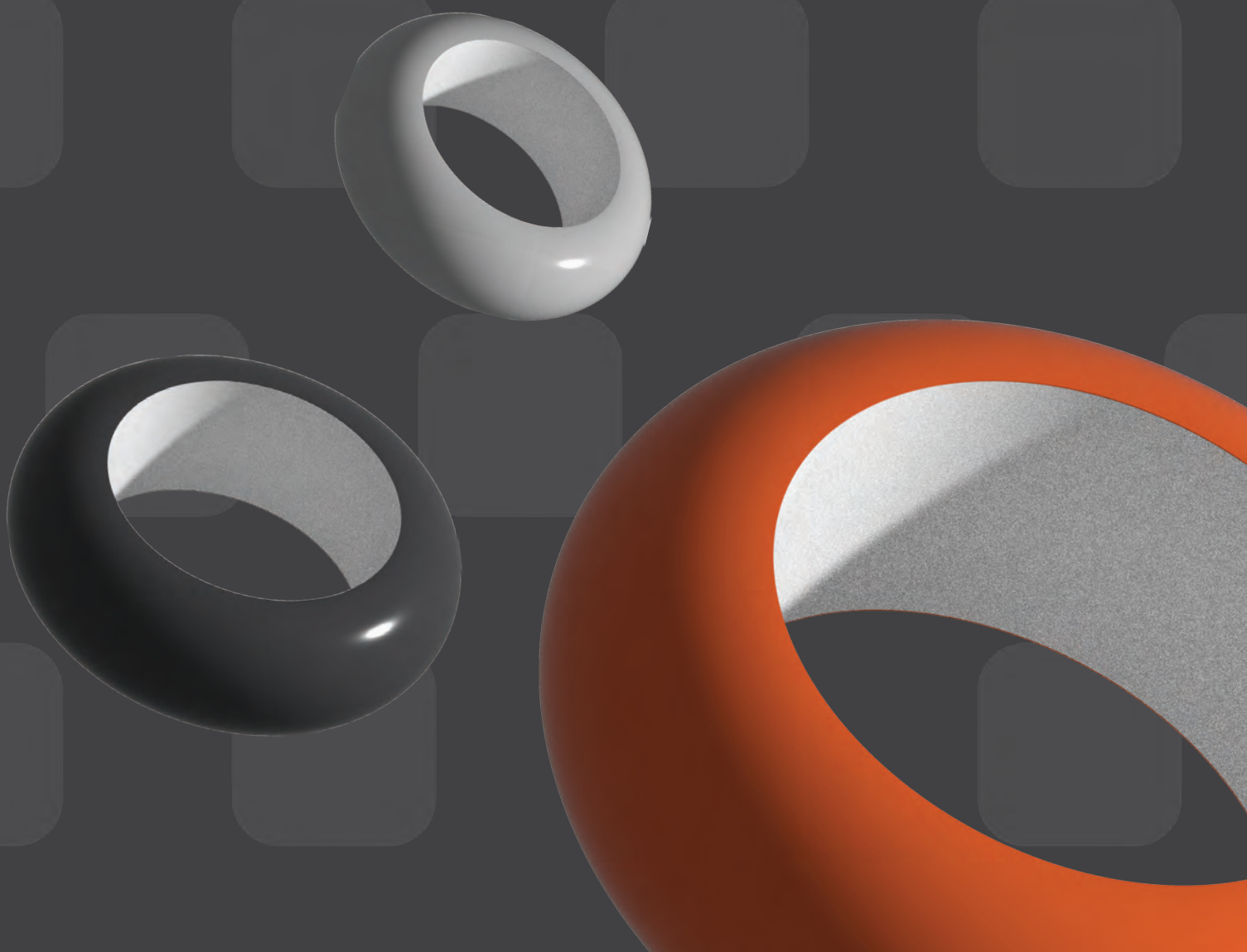
AV services you can rely on



# **GVAV Case Study** **Sunderland City Hall**

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A unique resource for Sunderland





# Case Study

## Sunderland City Hall – Vaux Site

### Project requirements from the customer

**As part of a more comprehensive regeneration project at the site of the former Vaux Brewery in Sunderland City Centre, construction commenced on Sunderland’s brand new £42m City Hall in late 2019.**

The building will eventually house around 2,000 individuals from Sunderland City Council and commercial tenants such as Gentoo, the Department for Work and Pensions and Sunderland College.

As the project developed, GVAV were engaged to provide Sunderland City Council with a comprehensive consultancy, design and build service for AV Technology.

Working alongside the primary contractor Bowmer & Kirkland and the architect FaulknerBrowns, GVAV commenced the AV consultancy in mid-2020, scoping out Sunderland City Council’s requirements and undertaking a lengthy programme of stakeholder liaison meetings.

These meetings provided a crucial forum to discuss, assess and formulate the building specification.

### Our goal?

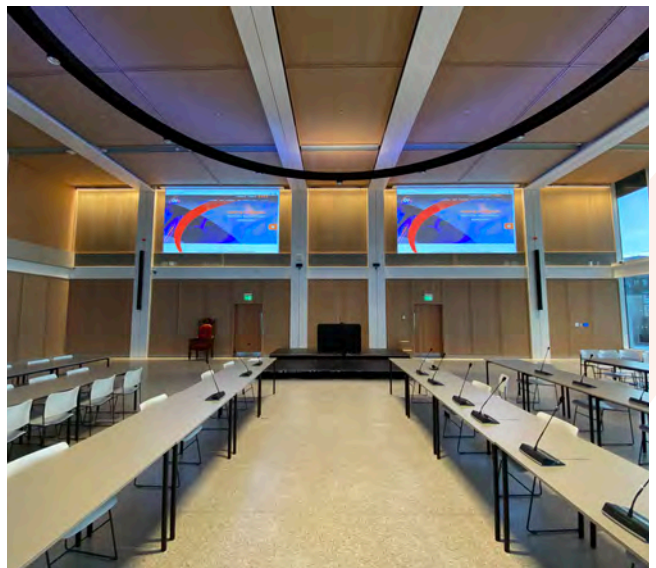
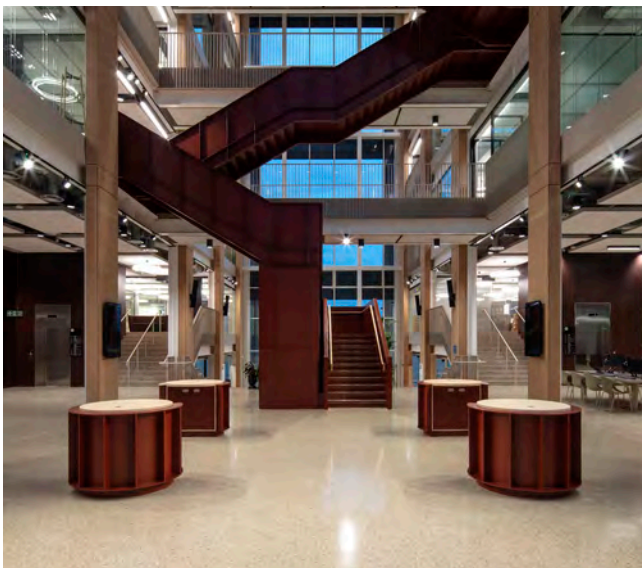
**A complete understanding of the project by all parties and an end product that would meet the client’s exacting specifications.**

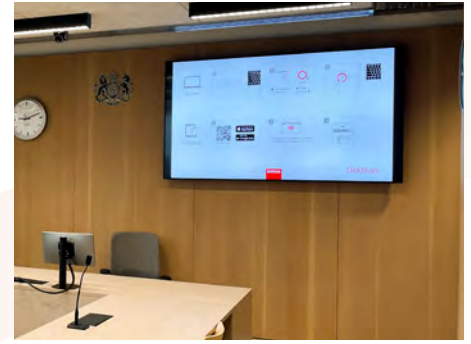
Due to COVID restrictions during the consultancy, GVAV held most of the design coordination and project meetings remotely. Through this process, a clear plan was devised that allowed for all of the requirements to be met using carefully selected equipment.



### Equipment included:

- ✦ Crestron NVX AV over IP for content distribution both building-wide and within larger spaces
- ✦ Panasonic “SQE1” Series 4K Displays and “RQ22K” 4K Projection
- ✦ Barco Clickshare CX for a wireless Meeting Room user experience
- ✦ Crestron UC-SB1-CAM Video Conferencing Soundbars
- ✦ Onelan 4K Digital Signage Players to provide content feeds
- ✦ ROOMZ Wireless Meeting Room, Huddle Space and Desk Booking platform
- ✦ Televic Confidea Flex G4 Wireless Conferencing System
- ✦ Crestron Control Interfaces and Processors





Throughout the entire consultancy process, the keystone requirement from stakeholders was flexibility.

Sunderland City Hall is a unique community resource. A multi-purpose facility for use by the people of Sunderland rather than a traditional government building.

With that in mind, GVAV had to “tear up the rule book” regarding the AV specification. A Council Chamber by night might host a fitness class by day, and a mayoral address in the morning could easily be followed by a wedding in that same space that afternoon.

Our AV solutions had to be discreet, wireless (where possible), easily re-configurable, and quickly adapted to any event or usage scenario.

The building consists of five “Specialist Spaces”. The Council Chamber, Coroner’s Courts, Café, Mayor’s Parlour and Registrar’s Ceremony Room. Digital signage for all public areas and a ‘ROOMZ’ system - a wireless desk and huddle space booking system with over 400 bookable assets throughout the building.

Furthermore, the project called for 55 bookable meeting rooms with wireless video conferencing facilities.

This marvellous new-build project required all parties to work to rigorous schedules. The project represented a significant investment on the part of Sunderland City Council, with exacting needs and necessary oversight and planning. The project needed to offer excellent value to both the client as a public sector organisation and to the people of Sunderland.

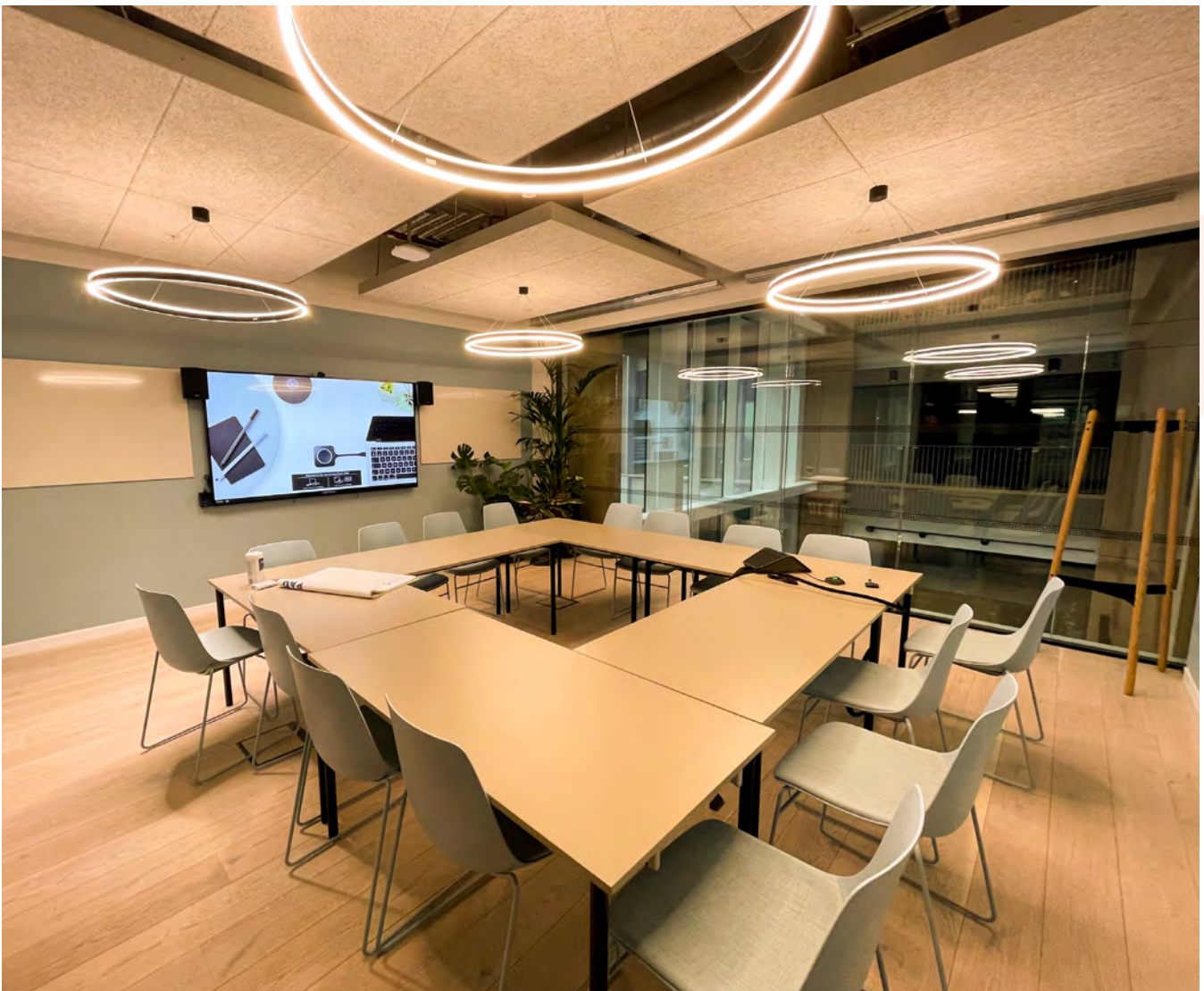
The initial appointment of GVAV until the commencement of work took approximately eight months, and the stakeholders and GVAV reached a consensus in February. Having developed the agreed plan in good time, we could begin work on site, and we initiated the first fix in March 2021. With harsh financial penalties for project delays, the installation needed to be commissioned and tested on time.

A number of external challenges were encountered along the way, requiring an imaginative, agile and flexible

approach by the GVAV project team. Shifting lead times for the client's new in-house network infrastructure provided challenges. With network switches scheduled for July delivery, GVAV had allowed ample time for programming and commissioning of the AV systems for handover at the end of August. However, owing to global shortages, these delivery dates suffered repeated delays.

With network hardware arriving at the end of September, GVAV needed to be highly flexible, repeatedly rescheduling and reallocating resources to ensure that the installation could hit the ground running. Our installers rose to the challenges admirably, and, despite this unavoidable delay, the finished systems were handed over to the main contractor in November 2021.

With limited experience using AV systems amongst the client team, we undertook the training of key individuals to operate the systems and provided additional on-site support until August 2022. This transition period will allow clients to take over AV operations and go forward confidently.



## Testimonials

Through the delivery of the City Hall project, GVAV has become a valued and trusted partner for Sunderland City Council. From consultancy and design to construction and subsequent on-site support, GVAV has greatly supported the Council throughout. This two-year process has culminated in a world-leading deployment of cutting edge, flexible Audio Visual systems that enhance the user experience in City Hall. They showcase the technology aspirations of the City of Sunderland in our wider “Smart City Vision”, ensuring that Sunderland is a dynamic, healthy and vibrant place to live, work, play and invest.

Despite significant external challenges during the consultancy and construction phases, the GVAV team worked tirelessly to ensure that completed systems were delivered to strict main contractor deadlines. Since meeting those deadlines in late 2021, GVAV has maintained an open dialogue with the Council and a site presence at City Hall. This has ensured that as the phased move-in to the new building continues, users are supported and provided with training to aid in their adoption of these new AV systems.

GVAV has maintained their commitment to delivering a high-quality service to Sunderland City Council throughout the entire process. Discussions are already underway for further deployments of the technologies already implemented at City Hall.

### **Peter McIntyre**

Executive Director of City Development  
Sunderland City Council

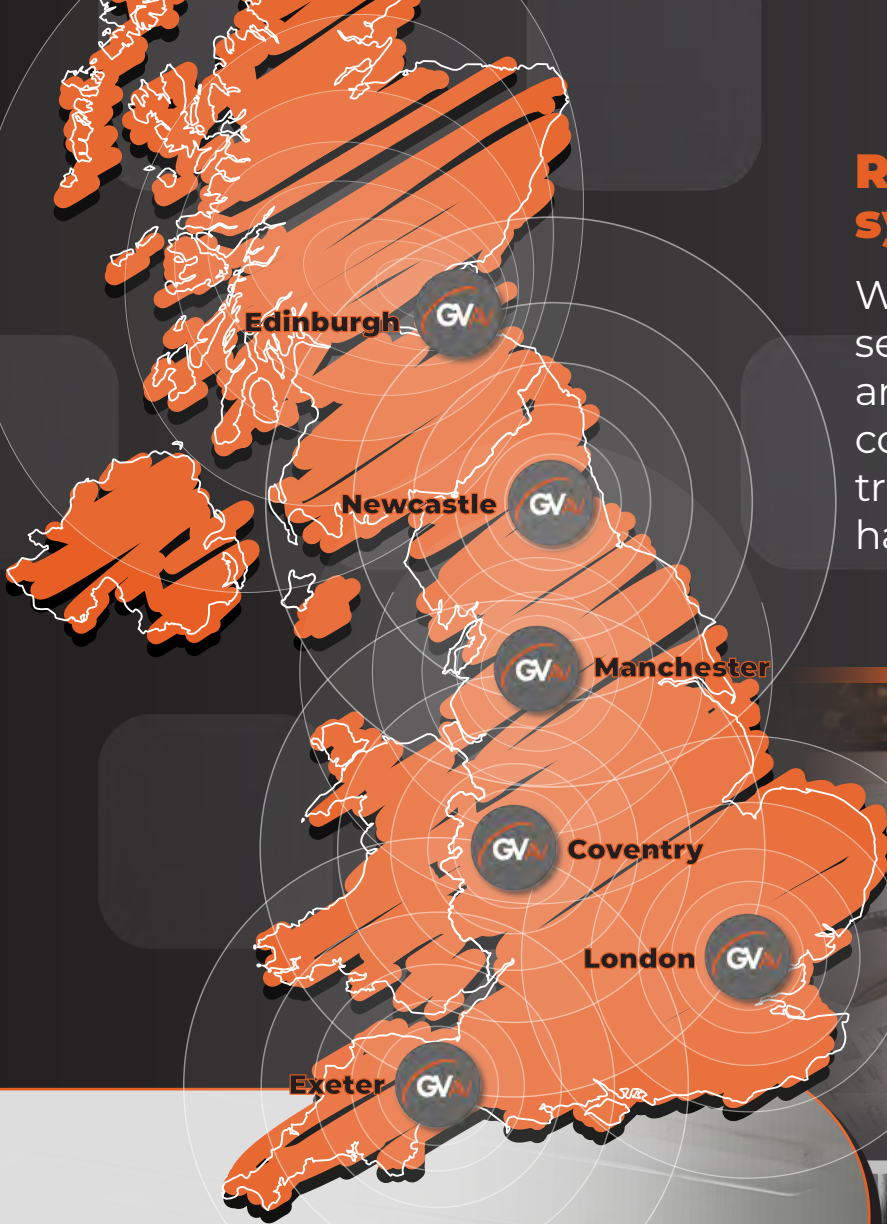






## Ready to deliver the systems you need

We deliver a full range of service offers to make your AV ambitions come to life. From consultation, planning, design, training and maintenance, we have the experience to deliver.



## Meet the team

### GVAV is delivering the next generation of collaborative learning!

COVID changed our world almost overnight, but we collectively overcame the challenges; we stopped, we reset, and we started to find new solutions, solving the problems of working apart.

With a return to an altered normal, we have taken all those lessons learnt and pushed them even further.

GVAV's nationwide team are ready and waiting to support this new world. We deliver outstanding solutions that let you work more closely than ever, no matter how far apart, Collaboration has genuinely become a superpower for success.

Drop us a line, give us a call, speak to your local branch today and find out how our dedicated team can help you achieve your goals!



## Systems Integration

**Acknowledged in the industry for providing top quality integrated solutions. We develop systems that are easy to use and offer a great user experience.**

Working efficiently on site alongside third parties and contractors, we seamlessly integrate cutting edge technologies into legacy systems.

And, with our commitment to uncompromising Project Management, we've got the experience needed to smoothly integrate into any construction or refurbishment scheme, no matter the size.

With technical teams continuously receiving the latest training and development, we ensure they have the most up-to-date skills and product knowledge.

With GVAV you can be confident in gaining a beautifully designed and robust AV solution.

## Rack build

**At GVAV, we don't just excel at systems design...**

Our highly skilled engineers build AV racks in-house to the highest quality and specification. With regional build centres located across the UK, you can rest assured we'll build your equipment rack locally - reducing time and travel.

With dedicated rack wiremen and our extensive portfolio of AV products, our AV racks are consistent with the highest standard and ready to fit.

Predominantly built at one of our controlled facilities and designed to exact specifications, AV racks comply with industry standards. Arriving on site, fully assembled and tested, we provide installation, integration, commissioning and handover services as part of our comprehensive service. And, with large stocks of rack equipment, materials and integration hardware in stock, we can also accommodate last minute changes with ease

Whether your project is small or large, CV rack build is here to get the job done fast,

## Solutions choice and design

**GVAV have the skills and resources to ensure success and get the best return on your investment.**

With decades of experience, we offer refined designs delivered by highly skilled solution designers who know how to realise your AV requirements.

We partner with our customers to generate the most innovative, cost effective and feature rich solutions and work to the respected, enhanced AVIXA standards to ensure consistency and performance across all of our projects.

No matter the size of your project, we've got you covered.





## Project management

**We understand the importance of excellent project management, and our experienced team of trained, accredited professionals do too.**

As a company we invest heavily in our national PM teams supporting training to accredited standards particularly PRINCE2 and CTS.

Flexible project reporting ensures transparency for customers who can view their project progress throughout the process, and our system helps deliver agile, timely visibility to key stakeholders. Ensuring projects stay on time and in budget.

We will provide additional project managers giving appropriate support depending on the project size. PMs will focus on contractual, multi-trade, SHESQ and onboarding elements of the broader project with tangible benefits to our clients.

This capability is hugely beneficial when the work forms part of an overarching construction project or multiple jobs require management. We will integrate tightly with the principal contractor project team.



## Training

**We recognise the difficulties organisations face in implementing new technologies, promoting user adoption and building operational confidence amongst end users.**

They are the fundamental elements that help guarantee you're getting the most out of your system.

No matter the level of in-house technical knowledge, adopting new products and work methods can be complex. But, taking on these challenges allows you to augment your business practices, provide your customers with better service, and compete more effectively.

Technology changes fast, and AV is constantly evolving, making it a truly exciting field. However, we understand this is a daunting prospect if you don't deal with AV all the time. We can provide the reassurance you need through training.

Training is an essential element of any well designed AV solution and represents a powerful tool for promoting user adoption. It maximises the benefits of the technology by enabling it to reach its full potential.

## Maintenance

**With our nationwide network of branches, we offer local expertise, which means you get the support you need!**

Offering a wide range of maintenance services supported by our skilled engineers, we will manage your request every step in a friendly, helpful and efficient manner from your very first call.

Our maintenance packages offer excellent value, protects your AV system, reduces downtime, and ensures that it will run smoothly for years to come providing a great return on your investment.



## Technical support

**GVAV knows how vital good technical support is to our customers and understands their wide range of support needs. We will match support levels to your specific requirements considering user experience and system complexity.**

Our support services include access to GVCORE, our support and service desk solution for incident logging, management and resolution, accessible by phone, email or secure login

Customer satisfaction is of paramount priority, and we take pride in the quality and professionalism of our support services. You will receive expert advice on usage, helping you get the best out of your equipment and keeping it working in peak condition.





## Control systems

**Since its inception, GVAV has been at the forefront of bespoke integrated AV systems for business and education. Our mission, to deliver designs that offer excellence to our customers technically and in user experience.**

Whether using Crestron, AMX, Extron, or one of our other excellent manufacturers, the foundation is simple, logical, elegant, well-programmed interfaces that make our solutions work for you.

Our highly qualified experts have designed, programmed and supplied a wealth of projects from individual meeting rooms, classrooms and lecture theatres to expansive buildingwide installations. We incorporate estate-wide management that handles lighting, audio and building control, and we support environmental room monitoring and asset booking.

Our team carries certifications from all major system manufacturers so that you can expect an efficient and timely control solution. Whether for a new system or to update your existing one. Our interfaces are intuitive and reliable.



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# AV services you can rely on

## Five local branches across the nation

GVAV has installed thousands of projects nationwide. With local branches covering the entire country and a central hub of systems and resources, we are ready for any project, no matter the size or complexity.

At GV, we have the skills, local resources and experience to take your needs from a concept to a fully integrated and supported Audio Visual solution.

## On hand to help

GVAV provides sales, service and support, accessible via mobile, web or email. Our customers can contact us whenever and wherever they need to, and we take customer satisfaction very seriously, so training, support and effective project management are critical to all we do.

## Maintenance and support

Our nationwide network of branches means local, experienced engineering resources for our customers. From essential preventative maintenance to site-resident engineers, extended hours and short term events or full operational support, whatever you need, GVAV can help.

Our project, technical, and programming teams ensure your AV projects deliver on every level.

We pride ourselves on offering the best quality goods and services, and our customers know they always get great value for money.

08000 27 40 06  
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