

UNIFIED AV CONTROL WITH REMOTE MANAGEMENT CAPABILITIES

Berklee College of Music

Orchestrating Innovative AV at Berklee College of Music with Q-SYS

📍 Boston, MA

[Berklee College of Music](#), renowned for its innovative approach to music education, serves thousands of students across its expansive Boston campus. With a mission to provide an exceptional learning experience, Berklee continually seeks to enhance its educational infrastructure. Central to this mission is the integration of advanced technology that simplifies classroom operations, allowing faculty to focus more on student learning. To achieve this, Berklee embarked on a transformative journey to implement the [Q-SYS](#) system in all its 85 classrooms. This cutting-edge platform has enabled Berklee to create a unified, scalable, and adaptable audio, video, and control (AV&C) infrastructure, ensuring that it remains at the forefront of music and performing arts education.



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Varun Nayyar

Director of Classroom Technology Services, Berklee College of Music

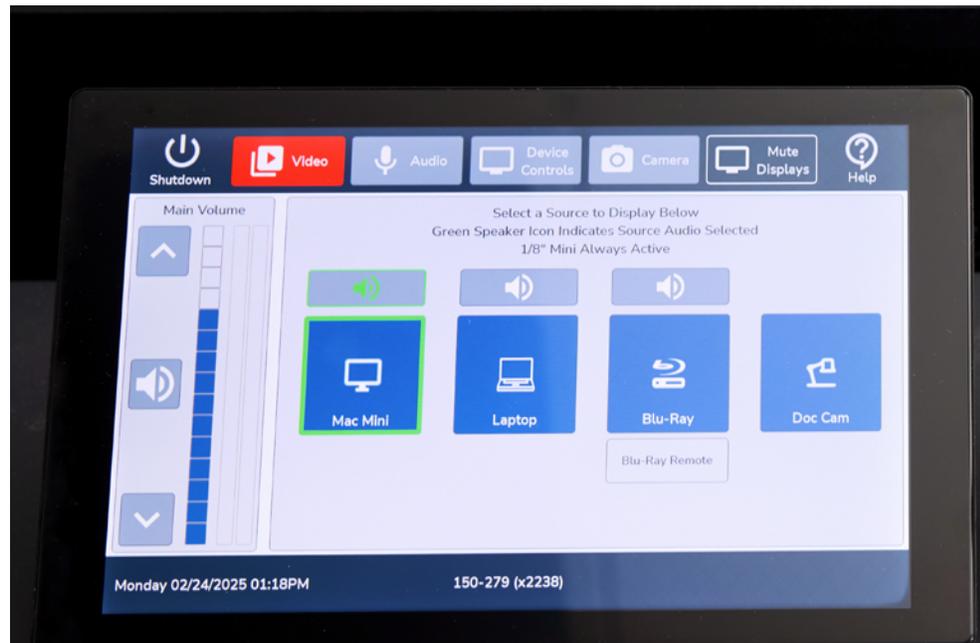
Challenges

Tech Enhanced Learning

Berklee faced the challenge of a diverse array of outdated classroom AV systems spread across its 16 buildings. Ryan O’Keeffe, President of [CAVT Solutions](#) said, “Berklee was looking to create a standardized, centrally managed system that could support various classroom types, including standard classrooms, dance studios, and performance spaces. Key requirements included remote monitoring, ease of scalability, and integration with existing and future tech. Through our experience in working with higher education spaces, the Q-SYS Platform was top of mind.”



Dr. Phillip Knutel, Vice President and Chief Information Officer at Berklee, has high praise of the Q-SYS Platform for audio and control, “Audio quality is key. When I arrived at Berklee, I noticed the extensive presence of Q-SYS loudspeakers in our classrooms and performance venues. As the former CIO at Bentley University, where we installed the Q-SYS Platform in all our classrooms, I saw this as a strategic advantage. At Berklee, our use of Q-SYS technologies has transformed the classroom experience. With our campus expanding to a one-mile radius in an urban setting, the Q-SYS Platform’s remote management and monitoring capabilities will be crucial for providing fast, efficient technical support across a vast area.”



Solutions

Q-SYS Transformation

O’Keeffe said, “The project began with a pilot phase involving 53 classrooms using [NV-32-H Video Endpoint](#) in Core Mode as a fully integrated Q-SYS processor with [QIO Network I/O expanders](#). We’ve now advanced to phase two with [Core 8 Flex](#) and NV-32-H. Core 8 serves as the central processing unit, utilizing NV-32-H and [NV-21-HU](#) for video distribution. Initially, we used point-to-point HDMI transmitters for projection, but now we have integrated NV-21s at the projector, fully embracing the Q-SYS Platform. Q-SYS allows us to scale and adapt across 16 site locations, with 97 spaces all managed and monitored in [Q-SYS Reflect](#).”

Remote Management

Varun Nayyar, Director of Classroom Technology Services at Berklee College of Music said, “When we first implemented Q-SYS, we had over 300 tickets in our inbox from our 1,100 faculty. Now, we only have 20-30 tickets at any given time. Q-SYS Reflect has been incredibly helpful for our team. The notifications and remote monitoring capabilities have significantly improved our response times. We can now perform a lot of preemptive maintenance work and have reduced the need for on-site troubleshooting, cutting response times by 20-30%.”

Enhanced User Experience

One of the key advantages of the Q-SYS Control engine is its capability to deliver an enhanced user experience through advanced integration and customization. The [user control interface \(UCI\)](#) was customized based on faculty feedback, ensuring it met the specific needs of instructors and students. The results of implementing the Q-SYS system at Berklee have been overwhelmingly positive. Faculty reported a dramatic improvement in their classroom experience, with the new AV systems providing superior functionality and ease of use. Both faculty and students have expressed enthusiasm for the new technology, highlighting its intuitive interface and performance.



Solutions

Streamlined Help Requests

The Berklee team has taken full advantage of Q-SYS's scripting capabilities in [Q-SYS Designer](#) to integrate Jira with the Q-SYS environment, improving the help request process at Berklee. Initially, users would tap the "Help" button on the touch panel, select their issue type, and an email would be generated to the service desk. This method, while beneficial in reducing response times, had its drawbacks, such as generating multiple tickets for the same issue and no confirmation layer, leading to false-alarm requests.

To address these issues, the team implemented an API-based solution that dynamically creates, modifies, and resolves tickets without relying on emails. This new process includes a confirmation step before submitting a ticket, reducing false alarms and ensuring that each action directly impacts the existing ticket. This system utilizes Jira's API, allowing the completion of specific fields like building/room number and issue type based on the room's config file and user input.

Hitting the Right Notes

Looking ahead, Berklee plans to explore further integrations with conferencing solutions like Zoom, enhance redundancy with backup Cores, and continue leveraging Q-SYS's capabilities to maintain its position at the forefront of music and performing arts education. The adoption of the Q-SYS system has revolutionized Berklee College of Music's approach to AV&C in higher education, creating a robust, future-proof infrastructure that enhances the learning experience and supports its institutional mission.



Q-SYS is a globally recognized manufacturer of audio, video and control (AV&C) solutions for huddle rooms to stadiums—and everything in between. Our systems make it easy for your team to design and integrate flexible, scalable solutions and deliver the native IT integration and standards-based technology your customers expect.

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