

SEAMLESS LOCAL AND GLOBAL MEETINGS

# HOPE International

## HOPE International Boosts Global Connectivity with Q-SYS

 Lancaster, PA

[HOPE International](#) is a global nonprofit that alleviates poverty by providing financial services as well as microfinancing business loans to people in developing countries. This helps communities lift themselves out of poverty through entrepreneurship. With offices and contacts spread worldwide, HOPE International's team frequently holds meetings that include both in-person and remote staff. They needed a multipurpose space with a robust solution to handle complex video and audio routing for large group calls as well as simple one-touch join [Microsoft Teams](#) meetings. Moreover, the space had to double as a video production suite for content capture. Meeting these diverse needs required a reliable and scalable AV platform. Ultimately, [Q-SYS](#) was the ideal technology to meet their AV demands.



Photo credit: Tom Roe Photography

“ **The Q-SYS system has provided us with a reliable and scalable solution that meets our broad range of needs. We're excited to continue exploring new possibilities and enhancing our capabilities with Q-SYS.** ”

**Jeremy Denlinger,**

Digital Design Manager, HOPE International

## Challenges

### Enhancing Global Meetings and Production

Jeremy Denlinger, Digital Design Manager at HOPE International, highlighted the organization's struggle with outdated technology when trying to facilitate global meetings. "Past attempts at utilizing old soundboards, USB connections, and webcams were time-consuming and inefficient. We needed a more streamlined, intuitive solution that could be swiftly adapted for varying use cases without technical expertise." HOPE turned to [STRAY Production Services](#), a versatile AV integrator, to bring their vision to life. Eric Lizotte, VP of Systems Integration at STRAY, said, "Providing solutions unique to our clients is very important to us. Q-SYS became a critical tool since it is so flexible and customizable. When HOPE came to us with their requirements, we knew there was no other way to get the project done than to use what Q-SYS could provide."



Photo credit: Tom Roe Photography



# Solutions

## Comprehensive AV Solutions

STRAY standardized the room on a [Q-SYS Core 110f processor](#) for managing all audio, video, and control and integrated two [Q-SYS network PTZ](#) cameras for enhanced video conferencing. The [NV-21-HU Network Video Endpoint](#) was set up for both encoding and decoding and the room was primarily configured as a [Microsoft Teams Room](#), with support for other conferencing platforms. Q-SYS also controls the room's lighting with custom written commands to control the Interactive Technologies CueServer3 platform. The team leveraged Q-SYS's advanced scripting and external control capabilities to efficiently manage not only lighting but, microphones, and camera presets as well. Furthermore, they introduced an automated daily reset feature, ensuring a consistent and reliable setup each morning. This not only minimizes setup time but also prevents potential configuration discrepancies. The intuitive [user control interface \(UCI\)](#) on a [Q-SYS Touch Screen Controller](#) makes system operations straightforward, allowing users to switch between different operational modes effortlessly.

## Achieving Operational Excellence

Experience Director of HOPE International, Ben Beachy, expressed satisfaction with the system's performance, stating, "Overall it's been outstanding within our group. The new system has improved our responsiveness and efficiency in both small and large-scale meetings. Now, anyone can enter the room, tap the screen, and begin their session without technical difficulties." Denlinger also highlighted the significant transition, "From my perspective, it has been a great transition from our old setup to this sophisticated new system. The small meeting mode is user-friendly, allowing even non-technical staff to start and manage meetings efficiently. The training for our team of volunteers was quick and effective, resulting in consistently positive feedback about the system's ease of use. We can trust that the Q-SYS system will optimize audio and video, ensuring everything is in sync without added stress. The automation features also provide peace of mind, as the room's setup will be consistent every morning."

Photo credit: Tom Roe Photography



## Solutions

### Future Expansion

With the success of the Q-SYS system, HOPE International is looking forward to expanding its use further. Beachy mentioned, “We aim to extend Q-SYS functionalities, expanding audio to the lobby and enhancing lighting controls for additional customization.” Denlinger concluded, “The success of this project has opened doors for future upgrades and integrations. The Q-SYS system has provided us with a reliable and scalable solution that meets our broad range of

needs. We’re excited to continue exploring new possibilities and enhancing our capabilities with Q-SYS.” HOPE International’s collaboration with STRAY and the integration of Q-SYS technology has achieved remarkable results. The advanced AV solutions have enabled HOPE to conduct meetings, produce content, and connect with teams globally, all within a versatile and user-friendly space. This successful implementation not only optimized their current operations but also set a solid foundation for future technological advancements.



Photo credit: Tom Roe Photography



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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