

MULTIPURPOSE MEETING ROOM

# Bethany Christian Service

## Q-SYS Enables Simple Conferencing Solutions for Challenging Multipurpose Space

📍 Grand Rapids, Michigan

For more than 70 years, [Bethany Christian Services](#) has endeavored to bring families together through sponsorship, foster care, family support, and adoption services in 15 different nations. Brian VanZanten, Director of IT Operations and Support, works hard to make that job easier for Bethany leadership and staff. He is working with [Q-SYS](#) and technology integrator [MOSS Telecommunications](#) to update the organization's teleconferencing capabilities. His primary goal was achieving simplicity in teleconferencing for their staff, all without constant troubleshooting for their IT staff. They needed an easy-to-use solution for communications between their large multipurpose conference room in Grand Rapids, MI and their nearly 100 locations across the United States.



“**The audio and telephony features of the Q-SYS Platform made it easy to create a ‘set it and forget it’ configuration that anyone could use.**”

**Moss Telecommunications**

## Challenges

### Teleconferencing Challenge

The first challenge VanZanten faced in this teleconferencing upgrade to the Grand Rapids office was to ensure the solution was easy-to-use, highly professional and extremely flexible. It also had to be easy for his IT department to support. Lastly, it had to interface well with the organization's Mitel VoIP telephony system. The large multipurpose conference room is used to host several different types of meetings and events including board, leadership and donor meetings, program rollouts, and training. The room needed to accommodate teleconference calls with up to 50-75 people and handle remote branch locations calling into the meetings.

"It's a difficult space because of its large area and high vaulted ceiling, coupled with the need to reconfigure the room to accommodate different meeting types," VanZanten says. Prior to the remodeling, staff used portable Polycom speakerphones on each table, resulting in fair-to-poor audio quality at best.

It was so bad that staff and donors would rather travel to the office to attend meetings in-person rather than deal with the unreliable phone conferencing system. "Q-SYS provides an enormous amount of flexibility, and it really was the perfect choice for this project," said Phil Goldsworthy. "It handles a lot of processing with minimal hardware, and it delivers a fantastic user experience. York Minster is absolutely delighted with their Q-SYS system."

The office staff would typically be responsible for resetting the room technology each time and constantly encountered problems connecting the right equipment in the right spots. In most cases, they were forced to rely on IT staff to travel across campus almost every day to help configure the room.

After evaluating these challenges, engineers at MOSS Telecommunications realized the key was finding a solution that would take advantage of the organization's IP network to allow for remote management, and a solution that would be easy for the end user and virtually eliminate IT support. That's when they decided to use the [Q-SYS Core 110f processor](#).





## Solutions

### Successful Q-SYS Deployment for House of Worship

Bethany Christian Service is very happy they chose Q-SYS for their audio, video and control (AV&C) needs.

“The fact that it’s network-based is so advantageous,” the engineers from MOSS explained. “Q-SYS allows the IT group to login remotely and troubleshoot it from their own office. Of course, this factor will be even more helpful as their office continues its expansion and adds additional Q-SYS conference rooms.”

“Our IT department used to be called over to help with every meeting,” VanZanten says, “but now an administrative assistant can set up the room and get the meeting going on their own. It has simplified the whole process and eliminated a large amount of IT support. We are able to stay at our desks and attend to other issues, saving time and money for the organization.”

“This well-oiled room presents a very professional image to our staff and donors,” he adds. “They were so pleased that we are currently installing two new rooms in the office, and planning a third with the same Q-SYS Core 110f processor and set up to keep everything consistent across the enterprise.”

The engineers at MOSS Telecommunications closed with a notion about investing in Q-SYS as an integrator. “We have decided that the Q-SYS Platform is a go-to product for us. We were pretty much in limbo before we found it. Not anymore. Q-SYS is simple to use, simple to program, and it integrates with other systems incredibly well.”



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.

[qsys.com](http://qsys.com)

©2023 QSC, LLC all rights reserved. QSC, Q-SYS and the QSC logo are registered trademarks in the U.S. Patent and Trademark Office and other countries.

#### QSC, LLC

1675 MacArthur Blvd.  
Costa Mesa, CA 92626 USA

**Phone** 1.714.957.7100

**Fax** 1.714.754.6174

**Toll Free** 1.800.854.4079

**Outside the U.S.** 1.714.754.6175