

Western Nevada College and Quest's AV Infrastructure Services Build Better Digital Classrooms

TODAY'S TECHNOLOGY IS EVOLVING SO FAST IT CAN BE DIFFICULT TO KEEP UP. That's why it's increasingly important to have a trusted partner with expertise in a growing number of complex technological arenas.



Troy Tingle, Instructional Technology Manager at Western Nevada College (WNC) in Carson City, NV recalls that just a few years ago, his audio video equipment included tower computers and Sony Trinitron TVs. Some instructors were still using 35mm slide projectors and DVD players that were pushed from classroom

to classroom on a cart. Now, instructors are learning to run presentations in Zoom Rooms using their phones.

As he helped his organization transform its **information technology infrastructure**, Tingle is glad to have had the help of Quest's Kevin Porsch and his Infrastructure Services team.

"Before we started working with Kevin," Tingle says, "our IT department was dealing with constant problems, from lost remote controls to instructors whose laptops could not sync with the display screen in the classroom. Or an accounting professor would want to show spreadsheets using QuickBooks, and we didn't have licenses for that software."

Three years later, service calls have plummeted, the college's AV offerings have improved dramatically, and both instructors and students are happy. Tingle appreciates the fact that his Quest team was expert at handling not only the hardware, software, and related technologies the project required, but also the logistics, legalities, and regulations.



Western Nevada College in Carson City, NV

At the start of the project, the college had received funding to install a commercial **Audio Visual (AV)** system, and Tingle had a lot of decisions to make. The first was which of two AV industry giants to work with: Crestron or Extron? WNC came to Quest for its vendor agnostic direction and support.

"Kevin is very knowledgeable as an AV engineer," Tingle says. "He's not just the salesperson—and I don't mean that in a derogatory manner at all. It's just that he has the training and the knowledge to really know what will work best for us."

Tingle came to Quest for help again last spring, when COVID-19 forced most of the college's students out of physical classrooms. While the pandemic was causing crises in many educational institutions, WNC had a slight head start setting up for remote education. Because the college serves a large and sparsely populated area, it already had distance-learning infrastructure in place; however, that infrastructure had become obsolete. Tingle says Quest made it easy to set up Zoom Rooms, get the appropriate licensing, procure webcams and webcam-equipped laptops, and set up physical classrooms for hybrid learning.

Although Quest ultimately recommended the Extron, WNC can use Crestron equipment when that is more appropriate.

Tingle says these problems were easily solved only because Quest's relationships with multiple vendors enabled them to select the right solutions.

"Kevin has done the research and he knows which device will give us the biggest bang for our buck," Tingle stated. "And Quest isn't stuck with one vendor and pushing the thing they happen to sell. They're really about being flexible and working with whatever vendors can provide the best service for the specific requirement. And that's exactly what we need."

What are IT Infrastructure Services?



TIM BURKE | President and CEO

AS THE TECHNOLOGY TOOLS WE RELY ON BECOME MORE POWERFUL, WE FIND WE ARE ABLE TO DO MORE AND WORK FASTER.

Many businesses are seeing satisfying spikes in productivity and quality. At the same time, maintaining the infrastructure that drives business has become far more complicated. Procuring enough of the latest equipment to stay competitive, protecting all this gear, and keeping it up-to-date can be overwhelming.

Staying abreast of state-of-the-art services and technology is critical for businesses, whether you have an internal department to handle this for you or you partner with a vendor who has expertise in **IT Infrastructure**.

Although IT Infrastructure is complex and encompasses many topics, it can be broken down into five areas:

Audio Visual (AV) Optimization: Long before COVID-19, meetings that once took place face-to-face moved onto screens. This began with shrinking travel budgets and was already commonplace when the pandemic moved everything online. Now, practically all meetings, classes, and appointments take place in virtual spaces, and the practice will not end when the pandemic passes. Ideally, **the right AV solution** creates collaborative and productive spaces. This often calls for the expertise and vendor relationships that infrastructure service providers can deliver.

Telecom Construction: Building a **communications network** requires serious engineering and construction skills in addition to knowledge of local, state, and federal ordinances, permitting requirements, and interaction with local utilities. Technology management companies that provide this infrastructure service need to be expert in all of the above.

Network Cabling and Wiring: Ideally, this should involve a detailed assessment of an organization's needs in order to come up with a specifically tailored **physical network** design and plan. The selection of components should be custom fitted to each organization's business requirements.

Wireless Network Design and Implementation:

Again, installing and maintaining a secure **wireless network** means planning, implementation, and ongoing support. Poor execution can be very expensive. An increasing number of companies choose to outsource this particular IT infrastructure service to a team of networking engineers and support specialists. It is important that you choose wisely.

Physical Security: There are a lot of options when it comes to choosing systems and devices for access control, intrusion detection, biometric integration, video surveillance, perimeter security, and other **security measures** that provide true protection. Service providers should have physical security consultants on their teams to integrate your existing infrastructure.

Delivery of exceptional infrastructure services is paramount for your organization. Finding a trustworthy partner can ease the stress surrounding this ever-changing service, whether you need help with planning, implementation, or management.

I hope you found this information helpful. As always, contact us any time about your technology needs.

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