



SCALABLE AV FOR NHS: PEMBERTON HOUSE & NORTH ORMESBY HEALTH VILLAGE

THE BRIEF

Following the successful installation of AV solutions by Universal AV at Pemberton House, the team at North Ormesby Health Village sought to replicate the same high-quality, scalable AV system across their Board Room and a series of Meeting Rooms. The aim was to modernize the audio-visual infrastructure for improved communication, collaboration, and operational efficiency in key areas such as Multi-Disciplinary Team (MDT) meeting rooms and tactical control rooms for major incidents.

SO, WHAT DID PEMBERTON HOUSE HAVE THAT WOULD BE ROLLED OUT?

Pemberton House was the proving ground - equipped with a robust, unified Yealink AV solution that replaced outdated failing Polycom systems. The installation included:

- **Small-to-Medium Meeting Rooms**
Fitted with Yealink video bars and touch panels, these rooms provided a consistent, easy-to-use interface and reliable video conferencing for day-to-day meetings.
- **Divisible Meeting Room**
A flexible configuration that allowed two spaces to operate independently or as one, using dual displays and an adaptable Yealink setup for seamless transitions.
- **Tactical Control Room**
A dedicated 100" display paired with a video wall processor enabled staff to manage major incidents effectively - providing clear, actionable visual communication when it mattered most.

SERVICES PROVIDED





This implementation exceeded expectations and quickly became the recommended model by the NECS IT support team, who manage both sites.

ROLLING OUT TO NORTH ORMESBY HEALTH VILLAGE

Building on the proven success at Pemberton House, North Ormesby Health Village received a tailored Yealink AV setup designed to match the scale and purpose of each room:

- **Board Room**

A complete AV system featuring Yealink ceiling microphones, ceiling speakers, and cameras, with dual 75" Sony BRAVIA displays delivering crisp visuals. The system supports complex meetings, remote collaboration, and high-quality video conferencing with ease.

- **Meeting Rooms**

Configured based on usage:

- » One room features a sound bar, screen, and Yealink system for straightforward, all-in-one functionality.
- » Another includes ceiling-mounted microphones, speakers, a Sony screen, and Yealink camera for larger meetings and more dynamic discussions.

WHY YEALINK?

Yealink provided a scalable, unified platform suitable for everything from compact huddle rooms to board meeting. Its user-friendly interface, ease of operatbility, reliable performance, and future scalability made it ideal for a healthcare setting where uptime and simplicity are essential.

Staff benefit from consistent functionality across rooms, allowing them to confidently operate systems without needing extra training, or worrying about differing systems.

COLLABORATION & DELIVERY

Universal AV worked closely with NECS, facilities teams, and NHS stakeholders to deliver tailored AV solutions with minimal disruption in a high-demand environment. Our longstanding NHS partnership and flexible approach meant we could adapt quickly to scheduling needs—ensuring critical rooms remained operational throughout.





THE RESULT

The end result is a series of modern, reliable, and scalable AV-enabled spaces across both Pemberton House and North Ormesby Health Village. These rooms now support:

- Seamless MDT and tactical meetings
- High-quality hybrid collaboration
- Preparedness for critical incident response

This project showcases how standardising on the right AV platform - in this case, Yealink - can futureproof communication and operational readiness across multiple NHS locations.

