



## SCALABLE AV FOR NHS: PEMBERTON HOUSE & NORTH ORMSBY HEALTH VILLAGE

### THE BRIEF

Following the successful installation of AV solutions by Universal AV at Pemberton House, the team at North Ormsby 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Pemberton House was the proving ground - equipped with a robust, unified Yealink AV solution that replaced outdated failing Polycom systems.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 ORMSBY HEALTH VILLAGE

Building on the proven success at Pemberton House, North Ormsby 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 Ormsby 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.

