

GOOD ACOUSTICS

IMPROVE PERFORMANCE AND CUSTOMER
SATISFACTION



IMPROVING THE ABILITY TO FOCUS

At the vibrant AppAgent office, a poor and reflective sound environment led to constant disturbances from employees, phone conversations and meetings. During conference calls customers often commented on the noise and that it was hard to distinguish what was being said. AppAgent decided to improve the acoustic environment and this intervention has resulted in:

- Increased productivity
- Increased customer satisfaction
- A 25–38% improvement in the clarity of speech index

“I aimed to provide a better acoustic environment for my colleagues to support their productivity. Happy to say that our mission was fulfilled.” Peter Fodor, CEO of AppAgent

“Since we installed the acoustic solutions, none of our customers has complained during the conference calls. The sound environment in the meeting room is perfect now.” Peter Fodor, CEO of AppAgent

HOW IS THIS POSSIBLE?

AppAgent's office has open-plan sections, open meeting areas and closed meeting rooms. Sound from all the activities in the office bounced off all the hard surfaces and spread everywhere. The level of noise constantly disturbed employees and also made everybody raise their voices just to be heard. In the meeting rooms, speech basically just bounced back and forth, up and down, obscuring everything.

The effect of installing a sound-absorbing ceiling throughout the office is first and foremost that sound is absorbed close to the source, before it spreads. This reduces activity noise levels, reduces disturbances and lets people speak more quietly and still be heard. In the meeting rooms the sound-absorbing ceiling reduced the noise, and thus improved speech clarity significantly.

ECOPHON SOLUTION

During the intervention it was decided that every area should have its own distinct look. Ecophon therefore provided five uniquely designed sound-absorbing ceilings: Ecophon Focus™ Dg, Ecophon Focus™ E, Ecophon Focus™ Ez, Ecophon Focus™ Lp and Ecophon Solo™ Circle.

THE STUDY

AppAgent is a mobile marketing agency with 15 employees in Prague, Czech Republic. Acoustic solutions were installed in six areas/rooms of the office.

Reference: ecophon.com/appagent_uk





Ecophon is the leading supplier of indoor acoustic solutions that improve working performance and quality of life. We believe in the difference sound can make to our everyday lives, and are passionate advocates for the importance of room acoustics to people's wellbeing – whatever the space, activity or need.

Having a sound effect on people is the principle that guides all we do. We're proud of the Swedish heritage and human approach that promise is founded on. Our uncompromising commitment to transparent sustainable practice. And, as members of the Saint-Gobain Group, to be doing our part in making the world a better home.