

# Fair hearing at the London Borough of Harrow



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John Lee, Building Services Engineer  
for London Borough of Harrow

**Project:** London Borough of Harrow  
**Sector:** Local Authority  
**Product:** DCN Next Generation

Sophisticated DCN Conference System technology from Bosch Security Systems has dramatically improved the quality of sound within the Council Chamber of the London Borough of Harrow, helped by an innovative approach from the installer, Tyco Integrated Systems.

Bosch’s technology forms part of a wider audio visual solution to take the ‘art of congress’ within the Council to another level, as John Lee, Building Services Engineer for London Borough of Harrow explains:

“We had an existing system that had served us very well for 16 years, but technology has moved on. There were all sorts of issues with sound quality, feedback and volume, and the fact that anyone wanting to speak had to bend close to the microphone or else they couldn’t be heard.

“We had been aware of Bosch technology for a number of years, and were invited by the installer, Tyco Integrated Systems, to a seminar in Cambridge to assess the latest Bosch system. The quality was superb, and so we set up our own presentation to the Leader of the Council and other members. Once they’d seen it, they wanted it, and within three weeks the new system was installed.”

The conference control is based around the Central Control Unit, this unit is the heart of every DCN Next Generation system. The new installation is a flush-mounted system with superb sound and speech quality of up to 20 kHz, the DCN NG Discussion System allows participants to speak and listen with ease. Bosch has gone to great lengths to design a system that is easy to use and adaptable to varying situations and requirements.



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Harrow Council has selected the flush-mounted variant with sound re-inforcement via XLA speakers. The DCN NG Flush mounted equipment is used for creating individual system contribution units for custom solutions, as it is ideal for permanent installations where portability is not required. All functions and facilities of tabletop contribution units are also available in flush mounted versions.

“The Council Chamber is a huge room, and previously the sound used to bounce around. Now, with the Bosch system the quality of the audio is exceptional, even for the hard of hearing. Speakers now no longer have to stoop to be heard, and the microphones are removable which is another significant benefit,” John continues.

“The back-up and support has also been superb. Everything I have asked from Tyco and Bosch has been done, and they have always come up with the answers. The technology is extremely flexible, allowing us to change over to play music, videos or DVDs with ease, and it is also future proof so that I can add further technology simply by plugging it in without having to start out all over again.”

The Bosch DCN solution is powered by bespoke Congress Control Software. Although when used as a basic system no operator is needed, the control software provides an operator with extensive functionality: the status of each unit can be monitored and the identity of its user and many other key properties displayed.

“It takes a great deal to impress me,” John concludes, “but the Bosch solution is 20-times better than the old system for its quality and sound.”



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