



# Pacific Service Credit Union

## INTRODUCTION

Pacific Service Credit Union is a full-service financial institution serving several counties surrounding its Concord, California headquarters. Pacific Service Credit Union is dedicated to providing trustworthy products and services to its 65,000 members to help them achieve their monetary goals and strengthen their financial lives. For the past four years, Pacific Service Credit Union has been named a top workplace in the Bay Area and a top corporate philanthropist for the past seven years by the *San Francisco Business Times*.

**"INCORPORATING STATE-OF-THE-ART AUDIO/  
VISUAL CAPABILITIES WAS A VITAL PART OF  
OUR NEW HEADQUARTERS PROJECT."**

**Kristin Dove**  
CMO,  
*Pacific Service Credit Union*



## THE CHALLENGE

As the business grew, Pacific Service Credit Union needed more space for employees to collaborate, work efficiently, and participate in the award-winning office culture. The credit union decided to purchase and renovate an existing building to house its corporate office and an accompanying branch. The gut remodel allowed Pacific Service Credit Union to incorporate new technology and modernize the building to fit its brand while keeping up with the expanding business.

## THE SOLUTION

With a beautiful new space, the credit union needed technology to support their employees during the shift to hybrid work. With the help of Creation Networks, Inc., Pacific Service Credit Union was able to implement new technology that fits seamlessly into their newly designed office.

**"THIS INSTALLATION WITH CRESTRON AT THE PACIFIC SERVICE CREDIT UNION OFFICE WAS SEAMLESS IN EVERY WAY POSSIBLE."**

**Eric Benson**  
*Director of Engineering,  
Creation Networks, Inc.*

## THE TECHNOLOGY

Crestron controls multiple spaces within the Pacific Service Credit Union HQ, including offices and boardrooms. Standard offices and meeting rooms are equipped with Crestron Flex for ease of use and provide a uniform meeting room setup. The access to an effortless meeting experience creates simple, BYOD, one-touch-to-join videoconferencing collaboration with remote employees or clients.

A front-of-room soundbar paired with a camera provides an exceptional audio and video experience so that employees can easily connect and engage with clients from anywhere.

Pacific Service Credit Union's boardroom is controlled by a Crestron touch screen that allows for the switching and routing of content as well as an interface for joining a meeting platform within the room.

To complement the new and modern office design, Pacific Service Credit Union leverages a video wall that showcases refreshed content and enables simple presentation capabilities for employees to present through HDMI® connectivity. Another room consisting of a classroom-style collaboration doubles as a Crestron Flex training room for employees. The large display ensures employees are able to see anywhere in the room, and the multiple cameras capture the whole room for remote participants.

While renovating the office, Pacific Service Credit Union knew they needed spaces for electronic collaboration. Within new conference rooms, Creation Networks, Inc. implemented large dual monitors that are perfect for screen sharing, hybrid collaboration, and employee engagement. This enables in-room participants to always see their remote colleagues and the shared content rather than one or the other. Crestron technology has been instrumental in allowing Pacific Service Credit Union to collaborate with others who may not be physically present.



**“CRESTRON FLEX MAKES VIDEOCONFERENCING A LOT EASIER FOR US. WE CAN NOW SIMPLY HOST VIRTUAL MEETINGS WITH OUR TEAMS AND VENDORS.”**

**Kristin Dove**  
CMO,  
Pacific Service Credit Union



## RESULTS

With the help of Creation Networks, Inc., Pacific Service Credit Union can use Crestron technology seamlessly throughout their office. The response from employees has been very positive, and the systems are in use daily.

"We were able to train Pacific Service Credit Union's employees on the Crestron technology, and the transition for them was fast and flawless," says Eric Benson, Director of Engineering at Creation Networks, Inc.

## Featured Products

4-Series™ Control System  
RMC4

UC Video Conference Smart Soundbar & Camera  
UC-SB1-CAM-FLEX

Crestron Flex Video Conference System  
Integrator Kit  
UC-C100