

## Fw: Could you share your thoughts on Media Merge please?

Janet English <JanetEnglishWorks@msn.com>

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To: Janet English <JanetEnglishWorks@msn.com>;

**Sent:** Monday, March 20, 2017 3:28 PM

**To:** Janet English

**Subject:** Re: Could you share your thoughts on Media Merge please?

Hello Janet,

I will be glad to answer your questions regarding Media Merge and hope you have a good experience with your upgrade. First of all, Ken and Tim have both been very knowledgeable, flexible and reliable in providing for our needs from the beginning of our project. Our AV budget was over 1.5 million for our total scope of work and included 2 venues with all lighting, sound, video and broadcast capabilities. As you can imagine, it was quite extensive. We have now had services in the renovated Worship Center for 7 Sundays including yesterday.

As far as your questions go...

Our attendance has had a marked increase of at least 15 to 20% higher, with our biggest increase coming through online views. It was almost non-existent before, but we literally have had hundreds of views in the last several weeks.

(Clarified in 2nd response: I'm talking worship attendance on our campus. I will say that our project involved a complete destruction of the interior of our worship center and surrounding areas and was not just an AV project. That is to say, I wouldn't say the results were related to the AV renovations, but it was a significant part of the 6 million dollar project.)

Our volunteers have also increased with the new equipment and excitement for the ministry. That is in part due to the vision casting we have done to let them know how important their role is. I don't think it is just the equipment, but they understand the investment we have made.

As far as sound quality, we are light years ahead of our previous situation and continue to get very good feedback from our congregation, guests and staff regarding the overall look, feel, sound and presentation of the whole project. Our current style is very contemporary (band and vocal team driven) which has improved dramatically with our new space. The intelligibility, mix and evenness of the system throughout the room is so much better. It is very professionally done.

For the most part, we took months thinking through the project and tweaking it before the installation, so I can say that really paid off for us in the end and honestly, I can't think off anything of any consequence that we would change.

I don't believe there were any surprises for us after the project, but with a high level of equipment comes a high level of training and expectations that follow. We are still learning some of the ins and outs of the system, but it is exactly what we asked for. No surprises, just a lot to learn. We had 3 weeks of training and rehearsals in the new space before we had our first service and that was huge. From day one we provided a quality experience and it has only gotten better over the last 6 weeks.

Feel free to contact me if you have any other questions.

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