

WEYERHAEUSER CENTER FOR CUSTOMER SATISFACTION

AURORA, ILLINOIS

PROJECT DESCRIPTION:

The Weyerhaeuser Center for Customer Satisfaction consists of office, laboratory and design facilities related to the marketing of containerboard packaging products. The Center includes a 2,400-square-foot conference room and a future video teleconference facility.

ACSI'S RESPONSIBILITIES:

ACSI was initially retained by Weyerhaeuser to provide conceptual design of the systems and to assist the architect with the design of the meeting room and related spaces. During this phase of the project, ACSI assisted Weyerhaeuser in defining the functions of the systems as they related to the intended use of the meeting room. Key requirements included systems which would enhance the effectiveness of customer presentations while providing a high degree of operational flexibility.

Based on these requirements, ACSI assisted the architect with space planning for the meeting room, including acoustical electrical and mechanical provisions needed to support the systems.

The systems were designed to present a wide variety of media via a large-screen rear-projection display. The system is capable of displaying computer-generated graphics, motion video images, and still images. System operation is controlled by a menu-driven touch screen control system designed to be simple to operate. The system also includes a wide-range presentation sound system. The system was designed with significant expansion capacity, including provisions for the addition of a second projection display and future connections to a video teleconference system or wide area network.

ACSI later (at the direction of the owner) provided detail design and management services to the systems integrator responsible for the installation of the systems.

