



THE PINNACLES
SOUTH HURSTVILLE

**EXTENDED
TRADING HOURS**

We listened to our customers
and have extended our trading hours

Sunday - Thursday

10am - 2am

Friday - Saturday

10am - 3am

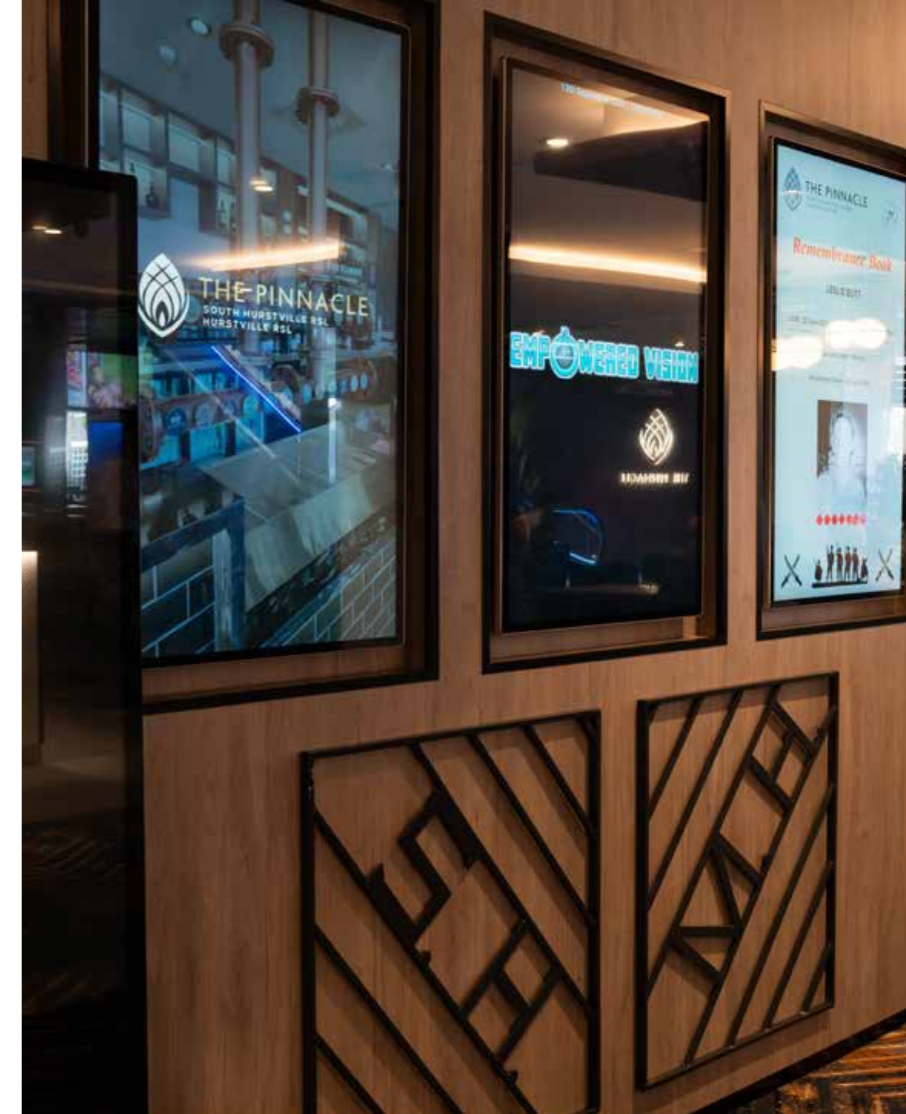
SPORTS
SCHEDULE
27 JULY 2024

CASE STUDY



South Hurstville RSL

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WED Group is something of an RSL specialist. It knows operators' pain points and has been on a journey to unkink the technical hose for its clients.

Last time we checked in with the WED Group was after a club refresh at Brighton RSL in 2018. More recently it's worked with the same operators on a complete refit of the South Hurstville RSL. I was interested in what's changed and chatted with WED Group's AV & Services Manager, Matthew Joyce to learn more.

RTI ID11

AV: Matthew, when we last chatted you were using RTI as your control platform of choice for Brighton RSL, which, at the time, seemed like a leap of faith for a commercial project. Are you still hitching your control wagon to RTI?

Matthew Joyce: "Yes, absolutely, the new RTI

programming platform is vastly superior to what we had back then and it's making it easier to automate and manage club operations.

The ID11 programming platform offers enhanced functionality, particularly with its Room Proxy feature, which simplifies control by dynamically changing the interface based on the room. This makes managing multiple zones more intuitive, reducing the need for multiple pages and extensive reprogramming.

"Thanks to the RTI control, managing the AV, especially the TVs, is now very straightforward for the club. You're not reliant on a tech-savvy staff member to figure things out – it's easy."

CONTROL FREAK

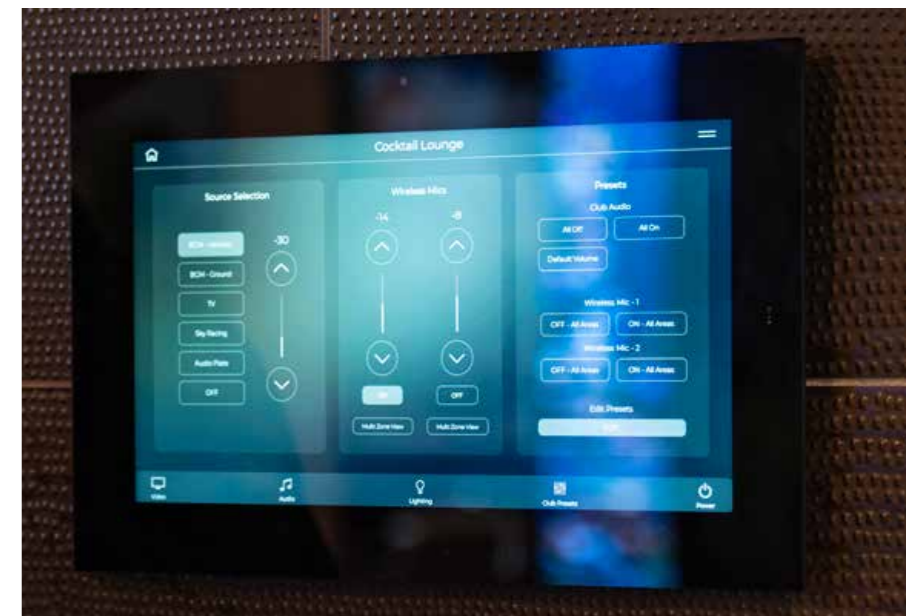
It's funny how, in the end, it comes down to how easy the TVs are to control. A modern RSL is a technically sophisticated operation and a

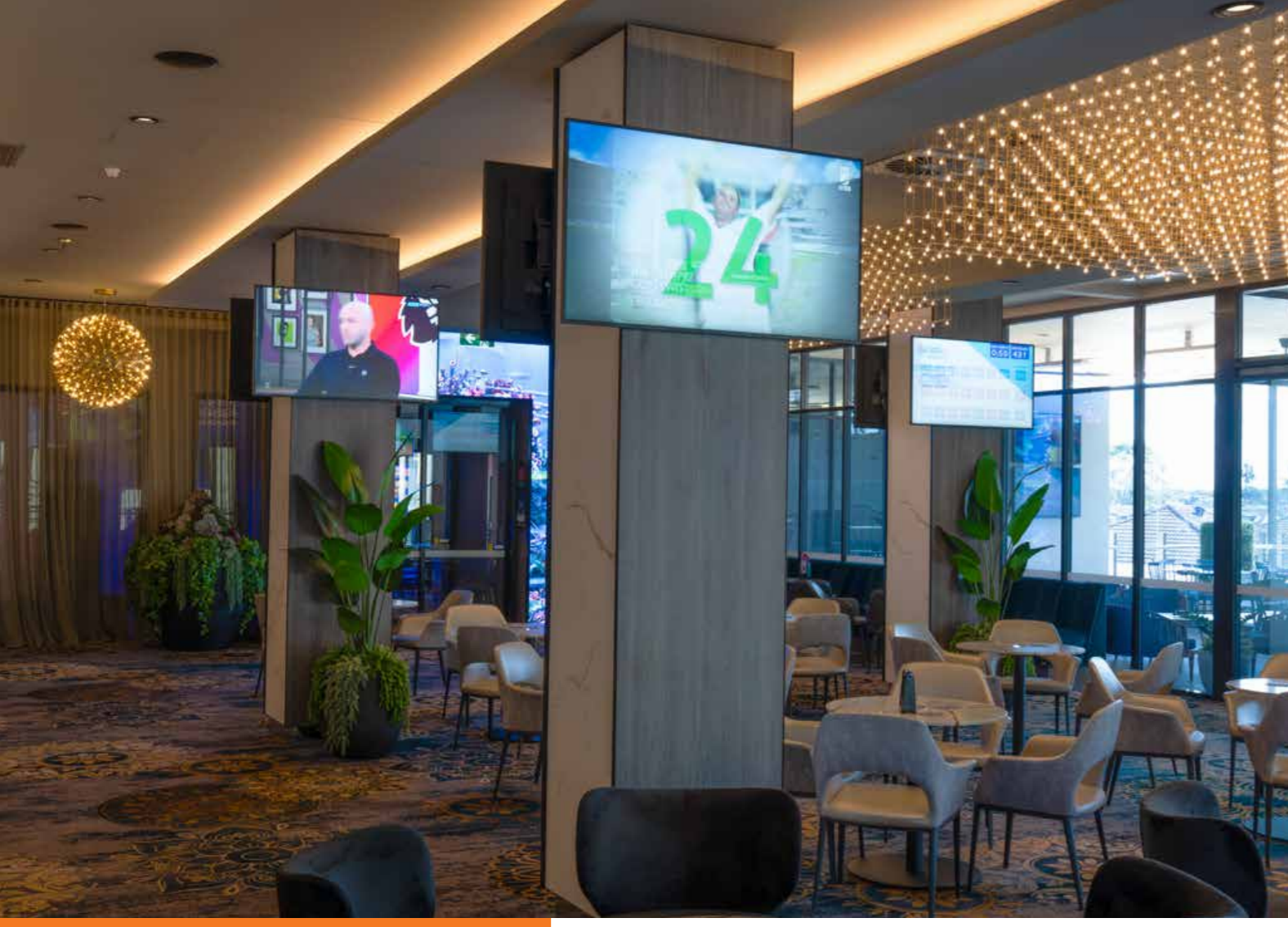
sophisticated control solution such as RTI has the capability to automate and control just about everything that opens and shuts, but Matthew Joyce knows that a big chunk of customer satisfaction comes from getting the TV situation under control.

And it is. And the client is particularly happy about it.

But let's not downplay the complexity of the issue. There are many, many displays, and many, many channels, and many possible combinations of audio and video. Previously, channel changing and control involved a bunch of IR TV remotes, arm waving and secret society-style gestures.

Now, thanks to the RTI control (and WED Group programming), and the fact none of the channel or source selection is happening from the display itself, the setup is streamlined. And, of course,





control extends beyond the Samsung commercial displays. Here's a rundown:

- **TV Control:** TVs automatically turn on and off at scheduled times. This is particularly beneficial as it avoids issues with multiple remotes and ensures TVs are on the correct channels when the club opens. RTI's ability to change Foxtel channels remotely means the club can reset overnight, ready to go in the morning.
- **Audio Management:** Each zone has a designated TV that returns audio to the system. This setup ensures that when a TV is turned on in a specific area, the corresponding audio plays through the ceiling speakers without any sync issues. For example, in the bistro, the middle TV provides the audio for that zone.
- **Raffle Presets:** With a single button press, staff can switch multiple TVs to the correct HDMI input and turn on the Sennheiser wireless microphones, simplifying the process and ensuring everything is ready for events like raffles.
- **Digital Signage:** Integrated with RTI, the media players allow for automated announcements and special events, such as The Ode and Anzac Day ceremonies, controlled via an iPad. This eliminates the need for complex setups and provides easy access to pre-recorded messages and audio tracks.
- **Lighting Control:** The integration with CBus and DMX allows for advanced lighting control throughout the club, including external RGBW lighting that can be customised for events like Australia Day. This system is also tied into RTI, providing seamless control from a single platform.
- **Security Integration:** RTI is also linked with the club's security system, automating the shutdown of all AV equipment when the alarm is set. In the morning, when cleaners arrive,

the system automatically adjusts the lighting to 'cleaners mode', ensuring the space is properly lit without any manual intervention.

JOIN THE CLUB

The upgrades have significantly simplified day-to-day operations at the club – did I mention how easy is it to control the TVs?! The club manager, who is attentive to energy consumption, loves the fact that the technology is largely all turned off when not in use. The ability to control multiple zones from a central location, with the assurance that everything will work as intended, has made managing the club's AV systems much easier.

WED Group: (02) 9525 1623 or www.wedgroup.com.au