



CASE STUDY

## Extron AV Processing, Control, and Room Scheduling Streamline Operations at Highlands Development Center

**Extron**



Third floor meeting room equipped with Extron audio DSP and control streamlines AV for collaborative discussions and executive briefings.

Highlands Development Center is part of Viet Thai International (VTI), one of Vietnam's largest retail chain business groups and the parent company of Highlands Coffee, a leading café brand and one of the country's top global coffee producers. Known for its blend of heritage and innovation, Highlands Coffee has become a defining part of Vietnam's cultural and culinary identity. To support business growth and enhance internal training, Highlands Development Center invested in a comprehensive AV upgrade at its office in Thu Duc City, Ho Chi Minh City. The project modernized three training rooms and two meeting spaces to improve collaboration, streamline instruction, and enhance operational workflows.

AV integrator Duy Hoa Phat Corporation designed and installed a unified solution incorporating Extron switching, audio processing, control, and room scheduling technologies. The resulting AV environment accommodates dynamic room configurations, intuitive interfaces, and efficient scheduling, delivering a productive experience for users across the organization.



Another meeting space on the third floor features consistent AV functionality and room scheduling integration, supporting daily business operations.

## CHALLENGES

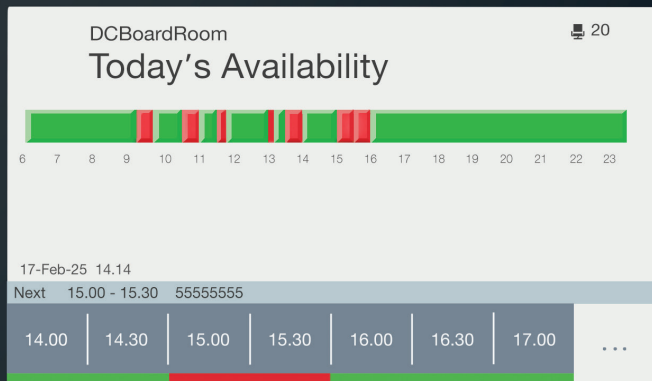
Highlands Development Center identified several core requirements. The company needed an advanced AV system with flexible control for training spaces, including the ability to seamlessly combine or divide rooms. Trainers required a straightforward interface to adjust audio, video, and microphone settings without technical support.

For the third-floor meeting rooms, the priority was integration with room scheduling software to display real-time availability and facilitate on-the-spot bookings through user-friendly interfaces.

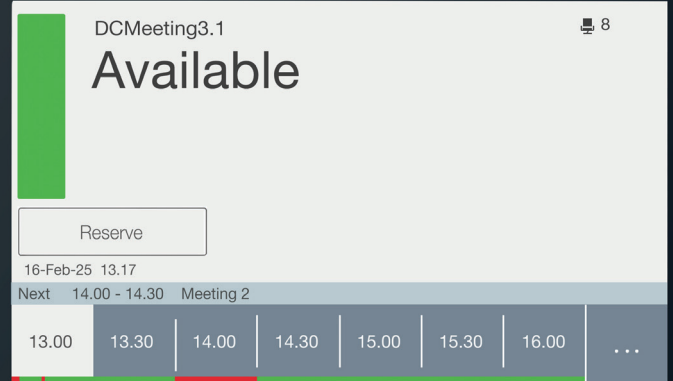
Cost-efficiency, reliability, and ease of use were essential across all spaces, making Extron technologies a strategic match for the project.

## DESIGN SOLUTION

The AV system design integrates several Extron products engineered to deliver consistent performance and intuitive operation across both the training and meeting spaces.



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Left: Room scheduling panel displays the full-day availability at a glance, with reserved times in red and open times in green for quick visual reference. Right: Touchpanel room scheduling interface shows the room as currently available, allowing users to reserve time directly via a simple on-screen scheduling interface.

**“Our goal was to deliver a seamless AV experience that would support both the operational needs and long-term vision of Highlands Coffee. Extron’s integrated solutions gave us the performance, reliability, and control flexibility we needed to make that possible.”**

Mr. Tran Chu Thuan  
Chief Executive Officer  
Duy Hoa Phat Corporation

### Training Rooms – 2nd Floor

The training facility includes two adaptable rooms and a dedicated cashier training room, all connected to a centralized AV system. Video routing is handled by an Extron DXP 88 HD 4K PLUS matrix switcher, supporting 4K/60 video and HDCP 2.3 compliance. This enables any HDMI source to be sent to any display regardless of room configuration.

Audio processing is provided by an Extron DMP 128 Plus, a 12x8 ProDSP™ digital matrix processor featuring Acoustic Echo Cancellation and Dante® audio networking. The processor ensures clear voice transmission and supports flexible routing between microphones, sources, and speakers.

An HAE 100 4K Plus actively de-embeds audio from HDMI sources, and routes it to the DMP 128 Plus for processing. Ceiling-mounted loudspeakers and wireless microphones are integrated to offer balanced sound coverage throughout the rooms.

System control is centralized via an IPCP Pro 350 xi control processor, which coordinates signal switching, audio settings, and room mode transitions. Each space includes a wall-mounted TLP Pro 725M TouchLink® Pro touchpanel, providing direct control over AV functions, microphone levels, and room combinations through an intuitive interface.

### Meeting Rooms – 3rd Floor

Outside each meeting room, a TLS 725M 7" Room Scheduling Panel clearly presents room status, bookings, and availability. These panels are configured using Extron Room Agent™ software, allowing quick deployment without the need for intermediate servers or custom programming.

# Training Room AV Control

February 16, 2025 - 12:00 AM

Room Mode: Combine Room 2&3

Room 2&3  
Control

Room 4  
Control

Change Room  
Mode

Graphical interface for the training rooms' control system provides intuitive access to AV functions, source switching, and room mode adjustments.



Once connected, the panels function as calendar clients, synchronizing with the organization's scheduling platform to provide up-to-the-minute room status and booking capabilities.

Inside the meeting rooms, local audio processing is handled by the DMP 64 Plus C AT, a compact 6x4 DSP with AEC and Dante. This processor supports microphone input and audio playback, delivering clear audio for presentations and collaborative sessions.

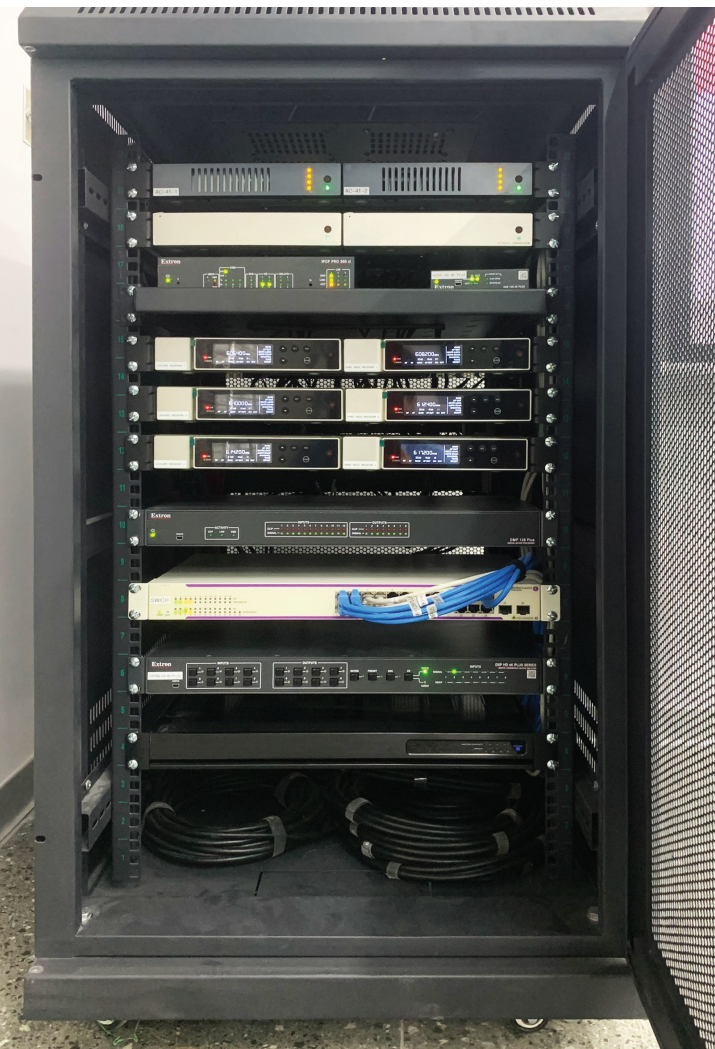
Together, these technologies form a streamlined AV ecosystem where control, scheduling, and signal management are tightly integrated yet easily accessible. The consistent interface and dependable performance support daily operations while laying the groundwork for future AV expansion.

## RESULTS

The new AV system at the Highlands Development Center office has improved how teams conduct training, host meetings, and collaborate across departments. Trainers can manage audio, switch sources, and adjust room layouts on demand through familiar touchpanel interfaces, reducing setup time and simplifying instruction.

Meeting spaces now benefit from real-time scheduling and clear status displays, helping users locate available rooms and initiate bookings with minimal effort. Meetings begin on time, with fewer delays and less reliance on administrative support.

Throughout the installation, Extron solutions demonstrated high reliability and operational efficiency, meeting technical requirements and staying within budget. The three-month



Compact AV rack in a second floor training room houses the Extron matrix switcher, DSP, and control processor that power the training environment.

**“Extron’s solutions have exceeded our expectations for functionality and ease of use. Their team provided outstanding support throughout the project, and the system continues to perform reliably every day.”**

Mr. Tran Chu Thuan  
Chief Executive Officer  
Duy Hoa Phat Corporation

integration concluded with a system that operates so smoothly and intuitively that there was no need for additional user training.

By selecting Extron, Highlands Development Center now benefits from a forward-compatible AV infrastructure that reinforces its values of collaboration, professionalism, and continuous improvement. The upgraded facility serves as a benchmark for scalable corporate AV deployments that support both business goals and organizational culture.

## FEATURED EXTRON PRODUCTS

### Level Two – Flexible Training Rooms

Model	Description
DXP 88 HD 4K PLUS	4K/60 HDMI Matrix Switcher with Audio De-Embedding
DMP 128 Plus C AT	12x8 ProDSP Digital Matrix Processor w/AEC and Dante
HAE 100 4K Plus	4K/60 HDMI Audio De-Embedder
TLP Pro 725M	7" Wall Mount TouchLink Pro Touchpanel
IPCP Pro 350 xi	IPCP Pro xi Control Processor

### Level Three – Large Meeting Rooms

Model	Description
DMP 64 Plus C AT	6x4 ProDSP Digital Matrix Processor w/AEC and Dante
TLS 725M	7" Wall Mount TouchLink Scheduling Panel
Room Agent	Free Room Booking Software for Extron Room Scheduling

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