

case study

Creating a future-ready smart workplace with seamless AV integration

The background

CFC is a global leader in the cyber insurance market, experiencing rapid annual growth of up to 25 per cent. This expansion meant their existing offices at Gracechurch Street and Whittington Avenue in London could no longer accommodate their teams.

To future-proof operations and create a collaborative environment that would encourage employees back to the office, CFC invested in a new headquarters designed to be a state-of-the-art smart workplace.

Kinly had an existing service relationship with CFC, providing break-fix support, but this project marked a significant evolution in the partnership. CFC selected Kinly as its AV integration partner because of the trust and reliability built over time. The challenge was to deliver a fully integrated smart building experience under strict deadlines.



The solution

Kinly delivered a comprehensive AV transformation across multiple floors, creating an end-to-end smart building experience that starts the moment employees enter the building. From GoBright's QR code-enabled entry and app-based desk booking systems through to advanced Crestron controlled meeting spaces, every element was designed for simplicity, consistency and scalability. Employees can now book lockers, adjust desk heights and view real-time floor plans showing where colleagues are seated, all through a single smart workplace app.

Executive boardrooms were equipped with Crestron One Beyond camera systems to provide natural, front-facing video experiences that replicate in-person conversations. This was critical for CFC's leadership meetings and client interactions, ensuring participants appear clearly even in rooms with challenging lighting conditions caused by extensive glass walls.

Crestron Flex touch panels and room booking systems were installed throughout, offering intuitive meeting management and visible availability indicators along corridors. Remote monitoring and proactive support were enabled through Crestron XiO Cloud, allowing issues to be resolved before they impact users and reducing the burden on CFC's IT team. With the support of GUDE PDUs, all power management to AV endpoints, as well as all code and documentation, is managed over XIO Cloud.

In addition, GoBright desk and room booking panels with floor mapping simplified workspace navigation, while wireless content sharing was supported by Crestron AirMedia, all running on a Crestron backbone for centralised control.

The project faced significant hurdles. Kinly navigated the insolvency of the original contractor, renegotiated labour agreements, adapted to frequent design changes and changes in the point of contact at CFC. Despite these challenges, we maintained momentum through agile project management and close collaboration with all stakeholders, ensuring the solution was delivered on time and to exacting specifications.



The result

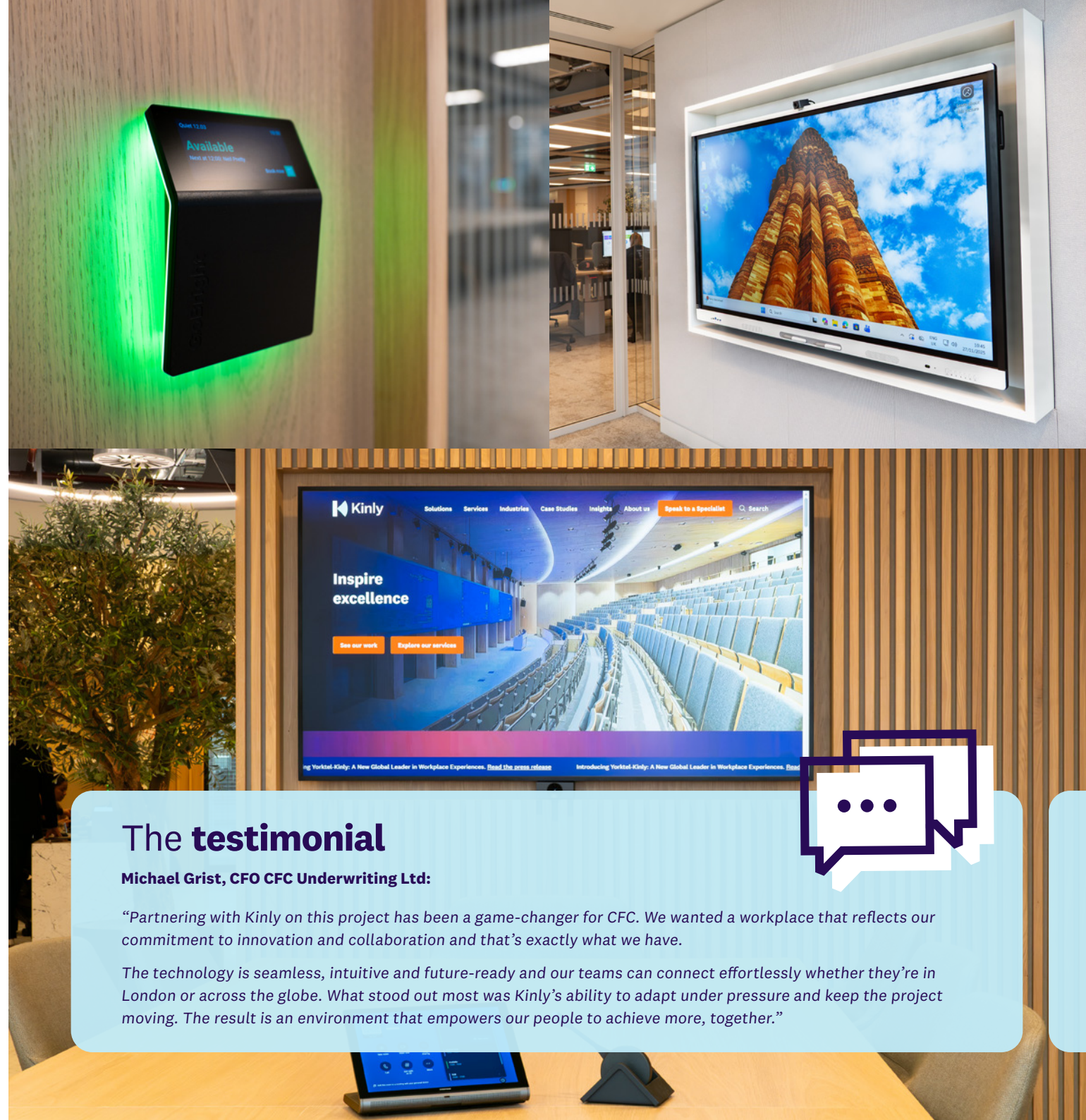
CFC's new headquarters is a showcase of modern workplace design and technology. Employees now enjoy a consistent and intuitive meeting experience across all spaces, supported by smart building features that simplify daily tasks from desk booking to collaboration.

The technology is visually integrated with the interior design, creating a uniform and premium aesthetic across meeting rooms and communal areas. Advanced camera systems deliver natural video experiences, while proactive monitoring through XiO Cloud ensures reliability and minimises downtime. A dedicated on-site engineer and remote support provide peace of mind, enabling CFC's IT team to focus on strategic priorities rather than troubleshooting.

The space is not only functional but future-ready. Training videos produced for CFC further enhance adoption, giving employees confidence to use the technology without relying on IT support. This combination of intuitive design, proactive service and cutting-edge technology has transformed CFC's workplace into an environment that drives collaboration and reflects its commitment to innovation.

Why Kinly?

Bringing people & technology together for better productivity wherever the work happens — because great things happen when people work together.



The testimonial

Michael Grist, CFO CFC Underwriting Ltd:

"Partnering with Kinly on this project has been a game-changer for CFC. We wanted a workplace that reflects our commitment to innovation and collaboration and that's exactly what we have."

The technology is seamless, intuitive and future-ready and our teams can connect effortlessly whether they're in London or across the globe. What stood out most was Kinly's ability to adapt under pressure and keep the project moving. The result is an environment that empowers our people to achieve more, together."