



Mastercard Singapore

Case Study – Enterprise

Challenge

To enhance collaboration between its teams and improve the productivity of its workforce, Mastercard partnered with Crestron to implement its range of integrated technologies designed to simplify processes and enhance the user experience.

Solution

Crestron deployed its range of presentation systems, touch screens, and control systems into the Mastercard infrastructure. Our products allowed for a seamless and user-friendly experience for employees throughout the new office space in DUO Tower.



Mastercard

In a world where cashless is fast becoming the new normal, Mastercard has entrenched itself as a driving force in the global payments industry. A technology company at heart, it connects billions of consumers, thousands of financial institutions, and millions of merchants, as well as governments and businesses in more than 210 countries and territories.

Mastercard operates the world's fastest payments processing network, consistently taking an innovative, value-driven approach to the solutions they create and the services they offer, making transactions faster, easier, and more convenient and secure.

Rich technology powering a digital workforce

While Mastercard is in the business of transactions, their real passion lies in innovation. From being the first to introduce laser holograms on credit cards, all the way to launching Mastercard Labs, a global Research & Development arm dedicated to bringing innovative payment solutions to the market – it's clear that the company underpins innovation in everything they do.

All around the world, their innovative solutions enable users to make seamless, safe, and fuss-free payments with the swipe of a card. As an organisation playing a significant role in shaping the digital payments space, it's no surprise that their love for technology is similarly embedded into their workforce. The same expectation of fluid technology that Mastercard employees champion every day for the brand is reflected in the office – digital has simply become a way of life.



"Crestron systems delivers consistent and seamless meeting experiences for our employees. They just need to walk into a meeting room and get the meeting started at the touch of a button."

Mastercard Singapore's recent move to their new premises at Duo Tower presented a fresh opportunity to implement the latest integrated solutions to the organisation. As Mastercard's preferred global partner, the company once again looked to Crestron to deliver the same high-quality solutions and services to power the workforce.

For a seamless project delivery in Asia, Principle One has been appointed as their system integrator and deployed Crestron DigitalMedia Presentation Systems, Touch Screens, and Control Systems within Mastercard office premises.

From cosy huddle spots to formal conference rooms, and all the way to large-format, collapsible townhall spaces and everything in between, Mastercard depends on Crestron technology to ensure that employees are making the most out of their meetings.



Stunning and engaging

Crestron's DigitalMedia Presentation Systems enables visual and audio content to be presented in a stunning and engaging manner. Crestron's room scheduling touch screens provide employees a simple and clear way to book spaces and identify availability, and its control systems across air conditioning, lighting, blinds, and other facilities in the room puts the control in its users' hands.

To help employees better understand the solutions and encourage a higher user adoption rate, training sessions were conducted. The first training session took place following a survey conducted by Mastercard on the integrated solutions, and provided an overview and introduction to the solutions. The second training session provided employees with a refresher course on the systems, and took a deep dive into some of the common technical issues they might encounter, along with how to solve them.

Through the process of teaching the team the root causes of these issues, Mastercard continues to pave the way for a digital workforce.

"We prioritise advanced, yet user-friendly and efficient technology solutions here at Mastercard, which is why choosing to partner with Crestron to outfit our new Asia Pacific Headquarters was a no-brainer. With every project we've embarked with them, they continue to impress us with the quality of their products, their pride in their recommendations, and the results they achieve."

"Crestron systems delivers consistent and seamless meeting experiences for our employees. They just need to walk into a meeting room and get the meeting started at the touch of a button. It's that easy," said Jessica Tay, Manager, Real Estate Service, North and Southeast Asia, Mastercard.



Top of the line solutions

"We're delighted to partner with Crestron on a project of this scale," said Krick Lau, Business Unit Head and Executive Director, Principle One. "Their solutions may be top of the line in the market, but what we value most is their approach to making technology in collaborative spaces accessible for anyone to use – as a system integrator, this makes our job more meaningful. We look forward to working with them again."

Key Equipment List

- Digital Media Switcher
- Digital Media Presentation System
- Digital Media 8G+ Transmitters and Receivers
- 3-Series Control Processor
- 10" Control System Touch Panels
- 4.3" Room Scheduling Wall Touch Panels
- Decorator Keypad
- HDMI Distribution Amplifier

The above Crestron Solutions complement other equipment such as video wall processor, video wall, TV display and more.



For additional information on Crestron, visit our website: www.crestron.com