

INTEGRATED SOLUTIONS TO ZOOM-FORWARD SPACES

# Zillow

## Zillow Unites Remote Teams with Q-SYS

📍 Multiple US Locations

As one of the pioneering companies to embrace a work-from-anywhere approach indefinitely, [Zillow](#) recognized the critical role audiovisual technology would play in facilitating this new way of working. To accomplish this, Zillow implemented [Q-SYS](#) to unite remote teams across key integrated workspaces across their corporate portfolio. Every room equipped with an integrated audiovisual system was fitted with a Q-SYS Core. This central hub managed all the in-ceiling microphones, loudspeakers, and multiple cameras within each space, providing a consistent and high-quality experience across the board.



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**Patrick Gillian,**

Senior A/V Infrastructure Engineer, Zillow

# Challenges

Creating an effective hybrid meeting space at Zillow came with many challenges, primarily centered around developing a consistent and inclusive experience for in-person and remote participants. Key challenges included:



### Meeting Equity

Ensure seamless interaction for remote participants, both in terms of visibility and audio quality.



### Flexibility

Adapt to varying participants and spaces.



### Technology

AV interoperability across third-party hardware.



### Ease of Use

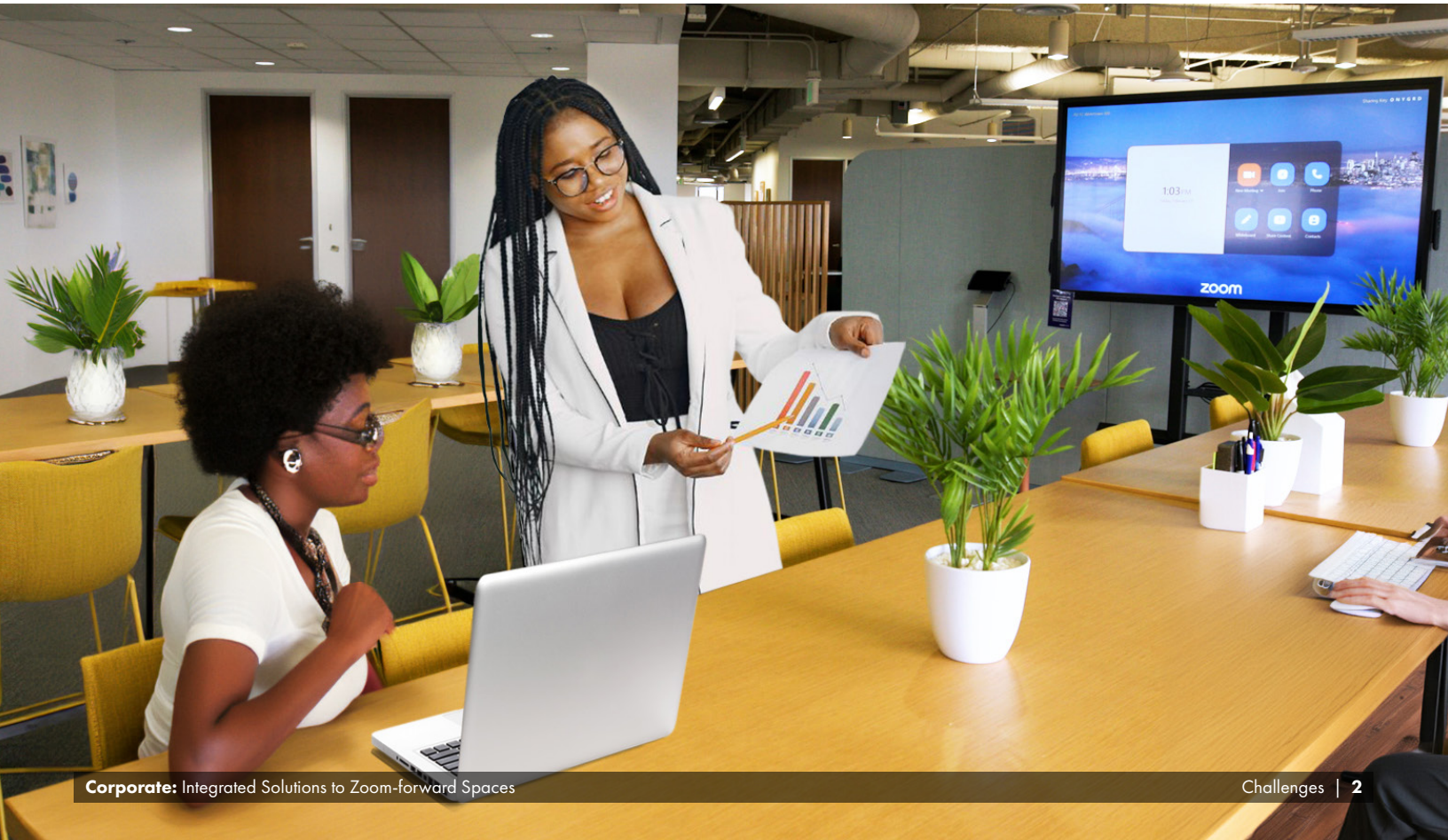
Create an intuitive interface.



### Maintenance & Monitoring

Implement an automated system with minimal manual intervention.

Zillow turned to Q-SYS to address these challenges, leveraging its robust features and innovative approach.



# Solutions

## Flexible Deployment

Q-SYS has proven to be an incredibly flexible solution, capable of adapting to various workspace requirements. At Zillow, spaces are thoughtfully categorized to meet specific needs. These range from [Zoom](#)-forward “Z Retreat Rooms,” designed for seamless collaboration between in-person and remote participants, to dedicated classroom settings optimized for video conferencing. High-impact spaces come with high expectations from the people who use them, and the flexibility of Q-SYS makes it possible to meet these demands efficiently.

## Developer-Forward Approach

Q-SYS offers unparalleled advantages, particularly in maintaining consistency and reliability throughout Zillow’s audiovisual deployments. Patrick Gilligan, Senior A/V Infrastructure Engineer at Zillow, said, “The best case scenario for me is implementing a full Q-SYS Platform because everything lives unified within [Q-SYS Designer Software](#), and I have access to the resources that can ensure that I’m deploying the equipment as properly as possible. Our core mission is to handle Q-SYS deployments with the same rigor that any large organization applies to its mission-critical infrastructure. We have a very developer-forward approach to audio-visual. Q-SYS has an open-source quality, that if a device has an API, Q-SYS can communicate it fairly rapidly. Q-SYS is ahead of the curve in the AV Industry and allows us to provide a large menu of solutions for different use cases while providing a consistent user experience.”

## User-Centric Design

At the core of Zillow’s implementation of Q-SYS is a strong belief in prioritizing the user’s needs. Employees who may not have an audiovisual background benefit from an intuitive [user control interface \(UCI\)](#) on a [Q-SYS Touch Screen Controller](#) that makes system operations straightforward. Users can walk into a room, press a button, and have confidence that everything will work flawlessly.

## Q-SYS Reflect

Gilligan relies on Q-SYS Reflect for effective network management. “I’m a big believer of [Q-SYS Reflect](#) and how we use it to monitor third-party devices.” exclaimed Gilligan. “One standout feature in Q-SYS is the Monitoring Proxy. With this simple tool, I can establish high-availability monitoring points for any third-party hardware connected to our network. Using Q-SYS Reflect and leveraging Monitoring Proxy that pulls data from Reflect, I can receive daily reports via Slack if there are any offline endpoints across our entire organization. This level of monitoring is crucial for our success. It allows us to assess what’s working and what’s not. We can audit hardware, room types, and system deployments effectively. Having a real-time feed remotely with Q-SYS Reflect helps us maintain consistency, reliability, and proactive issue resolution.”



# Solutions

## Q-SYS Communities

Gilligan discussed how [Q-SYS Communities](#) contributes to helping him build a stronger system at Zillow. “With Q-SYS Communities I have the opportunity to stay up-to-date with the latest developments and learn from other Q-SYS users. The vibrant Q-SYS communities connect aspiring users directly with experienced ones. It also gives users broad access to the engineering team at Q-SYS. Whether beginners or experts, everyone benefits from the community’s insights. It’s not just about answers, it’s about understanding underlying principles and improving our programming skills. Personally, I’ve transitioned from an observer to an active participant, invested in the product’s future. Q-SYS Communities foster mutual learning, creating a vibrant ecosystem of people who are passionate about making a product better.”

## The Road Ahead

Gilligan shared insights into their latest project: “We’re setting up a new room in Irvine, and it will be our first experience with the Q-SYS [NV-32-H](#) and [NV-21-H](#), along with [Q-SYS NC Cameras](#). I’m particularly excited to delve into [Q-SYS VisionSuite Intelligent Audio](#) and how it can deliver a more natural collaboration experiences. That, plus the advancements in presenter tracking signify a big step forward for our industry. These innovations make our systems more automatic, elegant, and user-friendly. I look forward to boosting the screen equity that we continually strive to improve.”

## A Successful Ecosystem

Q-SYS has revolutionized the way Zillow’s remote teams operate within their collaborative workspaces. By shifting to the full Q-SYS Platform, Zillow efficiently manages high-impact, flexible, and user-friendly audiovisual solutions, ensuring that remote and on-site employees have the best tools at their disposal. Through its steadfast commitment to technological excellence and community engagement, Zillow has successfully navigated a rapidly evolving workplace, establishing itself as a highly appealing employer.



Q-SYS is a globally recognized manufacturer of audio, video and control (AV&C) solutions for huddle rooms to stadiums—and everything in between. Our systems make it easy for your team to design and integrate flexible, scalable solutions and deliver the native IT integration and standards-based technology your customers expect.

[qsys.com](http://qsys.com)

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