
Social Security Administration



Challenge

Social Security Field Offices

Cambridge Sound Management has retrofitted over 60 Social Security Administration (SSA) field offices in 18 states. These buildings feature waiting areas placed only about 15 feet away from consultation windows. The offices and consultation windows are locations where patrons discuss their Social Security and other personal financial information.

Not so private personal consultation

With the close proximity to the private offices and consultation windows, people sitting in the waiting area could clearly overhear sensitive conversations. The information discussed is highly sensitive and these Social Security Administration facilities have a legal obligation to enhance privacy levels under the Gramm–Leach–Bliley Act and the Privacy Act of 1974.

Solution

Qt Quiet Technology™ – a better acoustic environment

Qt Quiet technology sound masking systems were installed in the various waiting areas and surrounding hallways to improve privacy.

Result

A private and secure space for patrons

Patrons are more comfortable discussing sensitive information and the Social

Security Administration field offices meeting their obligations to maintain the privacy of patron data.

About Cambridge Sound Management, Inc.

Cambridge Sound Management, Inc., the world's largest provider of sound masking solutions, manufactures QtPro and DynasoundPro sound masking systems to help organizations across multiple industries protect speech privacy, reduce noise distractions, and increase workplace productivity. Cambridge Sound Management's proprietary sound masking technology works by emitting a uniform, barely perceptible background sound at the frequencies of human speech. Cost-effective and easy to install, their sound masking, office paging, and background music systems are deployed in hundreds of millions of square feet of space throughout the world including commercial organizations, healthcare facilities, financial services, government agencies, and educational institutions. Cambridge Sound Management is a Biamp Systems company.