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Acentech Inc. completes acoustic consulting for new 15,000 s/f Aetna Customer Center

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Acentech, Inc., a nationally recognized multi-disciplinary acoustical consulting firm, has completed a new customer center for Aetna, one of the nation's leading diversified health care benefits companies based in Hartford, Conn.

Opened in April, the new Aetna Customer Center occupies a privileged location in the company's historic headquarters building and takes full advantage of the site's high ceilings, plentiful natural light, and courtyard views. Acentech, one of the largest U.S. acoustics and audiovisual consulting firms, was selected by architects Perkins + Will to provide architectural acoustics consulting and mechanical system noise and vibration control consulting for this corporate project.

"Acentech and Perkins + Will worked with us to accomplish both our design and acoustical goals for the Aetna Customer Center," said Jackie Haywood, director of Aetna Customer Center. "The acoustics of the space have contributed to the overall success of the center, and working with an acoustical consultant like Acentech made a big difference."

"Aetna's Customer Center space was a complex one, with presentation, media and dining spaces competing with open areas for sound isolation and privacy," said Stevanie Demko, IIDA, LEED AP, principal at Perkins + Will. "Acentech clearly understood what the acoustical issues were and worked closely with us from the start of the project to address them. Our compatible working relationship expedited the design process and resulted in an acoustically and aesthetically successful Customer Center for Aetna."

The 15,000 s/f Aetna Customer Center is equipped with two large technologically advanced presentation rooms, a multi-media theater, an elegant dining facility, gallery/exhibition space, and myriad smaller meeting and break rooms. "The guiding aim of the design was to provide an ideal environment in which to host, without compromise, two simultaneous corporate customer events, and to provide each customer group with an experience of engagement and comfort."

Drawing on its extensive experience serving corporate clients, Acentech worked with Perkins + Will to achieve excellent acoustics for natural speech and remote communication in both presentation rooms and all meeting and break rooms; low background noise from mechanical systems throughout the center; excellent sound privacy between spaces within the center; and high sound isolation between the center and the adjacent spaces, which included a large auditorium and an executive videoconferencing suite.

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