#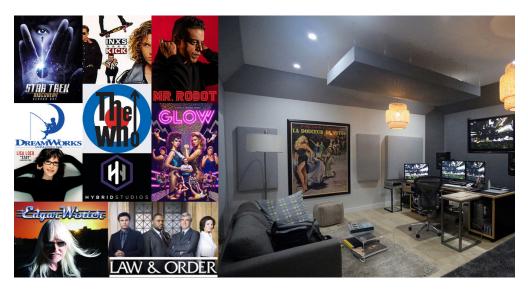 How Audio Perception Increased Competitive Advantage While Meeting Challenges of the Remote World in Media & Entertainment

About Audio Perception

Combining their 30+ years of experience in computers, music, electronics, audio engineering, software, audio post and sound design, David Knauer and Jason Atkinson, founded Audio Perception in 2008 in Los Angeles, California.

Their vision was to focus on providing comprehensive service and support with a complete top to bottom approach – from studio design, construction, and acoustics to all types of tech support including, wiring, patch bays, wall panels, computers, software, and instructions.

Today, Audio Perception is a well - respected audio technology firm offering consulting, design, support, sales and technical engineering services to music artists, songwriters, producers, studio owners, entertainment companies, home theater / office / conference room markets and film and TV composers of famous Hollywood productions like Mr. Robot, Fargo, Star Trek, Legion, GLOW, Law & Order and Glee.

Learn more about Audio Perception.

Splashtop, Inc.

www.splashtop.com

Summary

COVID-19 has accelerated the digital revolution of remote work, and in doing so, forced many industries, including the media and entertainment industry, to adapt quickly. For audio technology companies, the new normal raised a few questions - How do you continue to provide remote design services? How do you provide quick and effective tech support to clients when you cannot get to them? David Knauer and Jason Atkinson, founders of Audio Perception, explain how their company used Splashtop SOS to overcome the challenges brought by this new normal.

Challenge: Offering remote tech support and remote design services to TV composers, music artists, songwriters, producers, studio owners, technology and entertainment companies

As Audio Perception had many clients who needed technical support, the company was looking for a way to provide it to them remotely. "We needed to find a reliable, affordable, and solid remote support solution," said David Knauer. He further explained that the tool they were looking for was not just for providing remote support but design services as well. "We were looking for a way to both provide our clients with remote tech support as well as conduct remote design services", said David.

To conduct these remote design services, Audio Perception designers needed a tool that would allow them to share their screen with a client to present plans, blueprints, designs, and data while in the design stage of building a studio.

That's why Audio Perception's co-founder Jason Atkinson spent a lot of time researching online remote access solutions products and services. "We had been using TeamViewer, but this remote access solution turned out to be very expensive for the features it provided us" said Jason. He further explains, "I searched for something better with a focus on three main selection criteria: functionality, features, and price." That's when he found Splashtop SOS. "It was the perfect fit for all of our needs,"said Atkinson.