

Pearl – the experts' choice for streaming and recording in UX and usability labs

Learn how this trusted user experience expert uses Epiphan Pearl™ to create world-class testing labs for his clients.

With over 20 years' experience in business, technology and creative development, Craig Burgess of Frostline DP is the brains behind setting-up innovative, world-class usability labs for a variety of high-profile clients, including GoPro, Sephora and Airbnb.

Craig loves having a positive influence on clients' products and thrives on helping clients accomplish their goals in making their products easier to use, better designed and ultimately more profitable.

As a trusted user experience (UX) expert, Craig recommends Epiphan's all-in-one streaming and recording solution, Pearl, as an invaluable tool to make it all possible.

"My clients absolutely love Pearl. When it comes to user testing, Pearl is a game-changer."

- Craig Burgess, User experience expert

EPIPHAN VIDEO

Designers of some of the world's most reliable audio visual communication solutions for live event production, education, healthcare, aerospace, security and transportation.

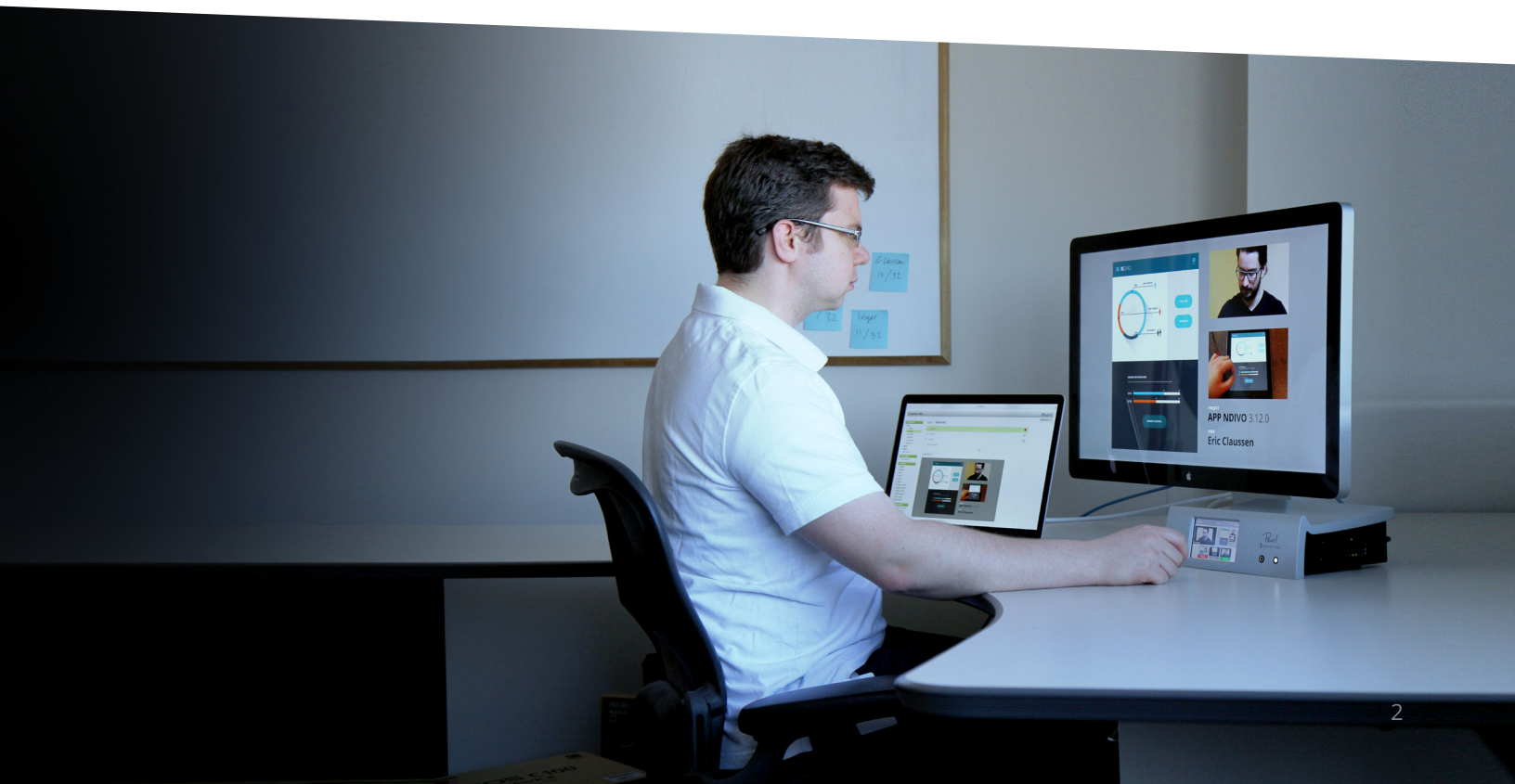
Our field-proven video grabbers and professional streaming and recording products capture, record and stream video from just about any source. With over 10 years of experience in audio visual communications, Epiphan's family of products deliver critical communications in every industry.



A key player in superior UX labs

Craig knows that UX researchers need a secure, easy to use solution that captures, streams and records high-quality composite visuals for precision observation in their studies – all without breaking the bank. When it comes to UX testing, quality, dependability, affordability and ease of use are key.

Luckily, Craig knows the ideal solution to recommend to his clients – the Epiphan Pearl. Pearl is Epiphan's flagship all-in-one capture, streaming and recording solution that makes a perfect fit for any UX lab. Boasting portability, affordability, intuitive touch screen operation and containing many helpful features like automatic file uploading, it's no wonder that so many of Craig's clients are using Pearl at the heart of their UX setup.



The ideal UX setup

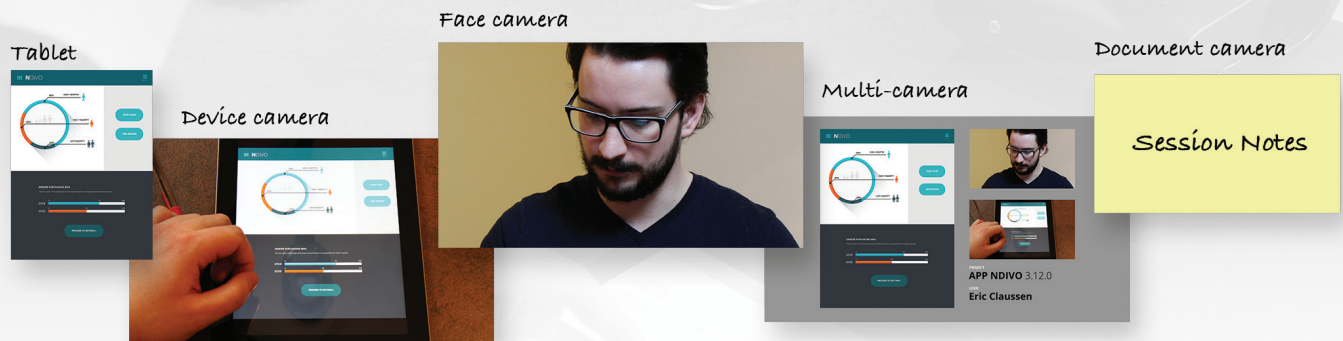
A typical user testing lab setup includes video from a variety of sources, such as video cameras, document cameras, mobile/computer screens etc. – all of which Pearl is well-equipped to handle. Pearl simultaneously captures up to 4 different Full HD (high definition) video sources (HDMI™, DVI, SDI or VGA) with supported audio capture (via HDMI, SDI and stereo TRS audio jacks).

Once a testing session is underway, Craig’s researchers stream the video and/or output it to an external display in high definition for live review among internal stakeholders and engineering groups (located within the building and also remotely).

Craig knows that confidentiality in UX research is a top priority. Most of Craig’s clients take advantage of Pearl’s streaming flexibility to stream primarily over their company’s internal network, while others prefer to stream to a secure CDN.

While streaming, research teams use Pearl to *simultaneously* record the testing session for later review.





Covering all the angles

Craig’s clients typically use Pearl’s custom layouts feature to add, crop and resize their sources in composite views alongside text overlays and timestamps for precision multi-camera observation.

Most researchers also separately record the individual sources within their composite layout, allowing them to examine points of interest identified in the composite view with greater detail and accuracy.

The convenient web-based interface allows researchers to control streaming and recording and switch between their sources and composite layouts with the simple press of a button.



Beyond streaming and recording, Pearl’s additional feature sets are also popular with user testing researchers, such as its near-silent operation, 1 TB internal file storage, single touch operation and automatic file upload (AFU).

“Pearl’s automatic upload feature really simplifies the workflow for UX researchers. It lets them focus on other tasks while Pearl auto-uploads their recorded content right after each session.”

- Craig Burgess, User experience expert

Unbeatable results

As a trusted expert in the user testing field, Craig Burgess doesn't hesitate in recommending Pearl to help his clients achieve world-class user testing labs.

Clients continue to provide Craig with overwhelmingly positive feedback regarding Pearl's affordability, case-specific capture versatility and overall ease of operation in live streaming and recording high-quality user testing video content.

And as the demands and requirements for optimal user testing setups change into the future, Craig is confident that Epiphan will remain adaptable:

“What I love about Epiphan as a company is that they listen. They are open to ideas and are really sensitive to solving problems that are unique to the field of user testing.”

- Craig Burgess, User experience expert

Craig Burgess recommends Epiphan Pearl in user experience labs to help researchers optimize their product and improve its design, ease of use and, most importantly – profitability.

Thank you, Craig, for sharing your story with us. We look forward to hearing more about how Pearl continues to benefit your clients' UX labs well into the future.



About Craig Burgess

Craig Burgess is a UX engineer, UX research lab designer & usability evangelist, located in Sacramento, California. His goal is to help companies build cutting-edge user experience research labs and enhance their profitability. You can find him on Twitter [@craig_burgess](https://twitter.com/craig_burgess)