

# Client testimonial



**Customer:** Achmea is one of the larger financial service providers for insurances, and bank and mortgage products in the Benelux.

**Challenge:** To improve companywide internal communication in a reliable, flexible and environmentally friendly way.

**Results:** A successful re-introduction of video communication.

*“Staff is now aware of the level of service they can expect and of the contribution videoconferencing makes toward durable entrepreneurship.”*

**Ed de Rochemont,**  
Manager Procurement Facilities

At Achmea, video conferencing was hardly used and seen as a complicated and low quality. Yet it was too important to let go as communication tool. Talk & Vision was selected to replace the old equipment with new systems and to implement the new uniform and standardized videoconferencing solution at the numerous Achmea offices throughout The Netherlands.

“A memorable, refreshing and entertaining introduction was organised as this was key to the creation of awareness of videoconference among our employees. Also we rolled out an internal nationwide campaign; Posters, flyers, table cards with catchy slogans and news flashes considerably increased the use of videoconferencing, leading to daily use.

We endeavour to work in a climate-neutral way, for example, by buying green energy and reducing fuel consumption by using cars less frequently. And it is good to know that videoconferencing helps increase business efficiency by drastically reducing the travel time between the Achmea locations,” says Ed de Rochemont, Manager Procurement Facilities

Talk & Vision organized trainings and special user instruction cards that were placed in the various meeting rooms. If users still get stuck, they can always call the 24/7 Talk & Vision support desk.



*“Our employees do consider video communication tools as a good and reliable way of communicating, a real contribution to mobility and flexibility.”*

**Ed de Rochemont,**  
*Manager Procurement Facilities*



#### **About Talk & Vision**

*Since Talk & Vision first started in The Netherlands nine years ago, it has realised healthy and promising growth in video conferencing solutions for a large number of customers in various sectors.*

*As well as the necessary hardware, they have clearly focused on a large range of supplementary services. These include international service and support, consultancy, training and web-conferencing and video-meeting services. Talk & Vision is authorised partner to Polycom, Radvision, Sony and Tandberg, thus ensuring its partners receive independent advice. The comprehensive portfolio of services makes it possible to outsource video conferencing activities entirely to Talk & Vision.*

**Talk & Vision**

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