

Client testimonial



- Client:** General Logistics Systems (GLS), is a Pan-European company that provides parcel and express services as well as value-added logistics solutions. The services are offered through wholly owned and partner companies in 36 European countries.
- Challenge:** Streamlining the internal communication processes by finding a way of working together in a growing network of offices.
- Results:** GLS saves valuable working hours as well as personal hours.

“Our initial goal was to connect our main offices in Germany, the Netherlands, France and Italy and gain insight into the time and cost savings we would achieve by using videoconferencing. The experience was so positive and productive that we decided to quickly roll out to another 20 of our European GLS offices.”

Rico Back,
CEO of GLS

General Logistics Systems (GLS) - European leader in quality parcel services - use videoconferencing technology to streamline their internal communication processes. GLS is a Pan-European company that provide parcel and express services as well as value-added logistics solutions. GLS have 32 central transshipment points, 680 depots and 13,000 employees. Some 19,700 vehicles move 335 million parcels a year for 220,000 customers throughout Europe. It is a real challenge to run efficient and effective internal communication and meetings, but things have been changing since GLS implemented videoconferencing in 2007.

One of the first projects discussed via videoconferencing was the setting up of a GLS internet portal. The team in Germany, France, Denmark and Portugal held weekly status meetings. These videoconferences not only saved a lot of travel hours and costs, they also benefited the environment.

Talk & Vision supported and advised GLS from the beginning of the project and helped choose the 23 TANDBERG videoconferencing systems, which include a Codian MCU (Multi Conference Unit) and a TANDBERG Management System. The MCU is used to set up multipoint calls when more than two locations are involved in a meeting. Talk & Vision also delivered and installed all of the systems throughout Europe. The systems are used more and more at GLS as employees learn to appreciate this way of communicating with their European colleagues.



“We’re glad we invested in videoconferencing. Talk & Vision’s efforts have enabled us to save valuable working hours as well as personal hours.”

Rico Back,
CEO of GLS



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About Talk & Vision

Since Talk & Vision first started in The Netherlands ten 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, 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.