

# Client testimonial



Luchtverkeersleiding Nederland  
Air Traffic Control the Netherlands



**Customer:** *As the name suggests, air traffic control is the core business of Air Traffic Control the Netherlands (LVNL). However, LVNL also performs the replacement and management of technical systems, issues air traffic information and provides training courses, aviation charts and publications.*

**Challenge:** *To set up in-house videoconferencing systems to facilitate communications as swiftly as possible, in response to the closure of Dutch airspace due to the volcanic ash cloud crisis.*

**Results:** *Installation of an operable system within three hours, thus enabling visual communications.*

Following a reshuffle, LVNL had been operating according to stringent cost reduction and improved efficiency guidelines, it had therefore been leasing external videoconferencing facilities since January 2010. On Friday 16 April, however, the volcanic ash cloud crisis and the consequent closure of Dutch airspace led to the decision to immediately implement in-house videoconferencing facilities.

Mr J.J. Haring MFM, Senior Consultant Corporate Services and Deputy Crisis Coordinator:

“A fully functional system was implemented within a period of three hours, while our provider, KPN, also succeeded in adapting our firewall. Our initial connection with the Ministry of Transport’s departmental crisis centre was achieved using the services of Talk & Vision.”

Following a successful videoconferencing session between the Dutch Minister of Transport and his European counterparts (24 participants) LVNL immediately decided to purchase the equipment, largely due to the fact that the crisis involving the volcanic ash cloud was far from over at that stage.

In addition to the videoconferencing systems, a MAVIS Meetingroom contract was concluded with Talk & Vision.

*“The Dutch Minister of Transport, Public Works & Water Management held a videoconferencing session with his European counterparts (24 participants) using our facility and Talk & Vision. In view of the positive experience, it was decided that the equipment should be purchased immediately.”*

**Mr J.J. Haring MFM,**  
Senior Consultant Corporate Services  
and Deputy Crisis Coordinator

This enables customers to highly conveniently arrange a videoconferencing meeting with others elsewhere, because Talk & Vision continues to work behind the scenes, setting up and monitoring the meeting. "We shall also be examining the possibilities of expanding this service in the near future," Mr Haring added.

LVNL estimates that it will have recovered its investment within a year. The cost savings realised can be largely attributed to a reduction in travelling time. LVNL therefore also expects that this initial experience will persuade users to more readily consult their colleagues abroad using video.



*"The Talk & Vision Mavis Meeting Room service contract enables one to highly conveniently set up a videoconferencing meeting with others elsewhere. The correct configuration of firewall and port forwarding is performed for you, which saves a great deal of time and organisation."*

**Mr J.J. Haring MFM,**  
Senior Consultant Corporate Services  
and Deputy Crisis Coordinator



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

Talk & Vision, 51% owned by Dutch carrier KPN, offers visual communication solutions to large and medium-sized companies in different markets worldwide. Centered around videoconferencing, the Talk & Vision service portfolio focuses on international service and support, consultancy, training and video meeting services. With MAVIS (Managed Video Services), customers can turn to Talk & Vision for the procurement, control and management of all video communication operations - from desktop solutions to telepresence. As an authorized partner of Cisco, Polycom and TANDBERG, Talk & Vision guarantees independent advice. Talk & Vision has a workforce of 60 and its head office in Linschoten (Netherlands). Other offices are located in the UK, Germany and Belgium. For more information, visit [www.talkandvision.com](http://www.talkandvision.com).

**Talk & Vision**

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