

# Client testimonial



**Customer:** *NedTrain maintains the rolling stock for the Netherlands Railways (NS) and local transport companies that use the railways and has a national network of service areas where trains are cleaned and repaired. In addition, the activities of NedTrain include four maintenance companies spread across the country.*

**Challenge:** *To find an alternative way of working together in order to operate more effectively as an organisation.*

**Results:** *Adding the visual element to non-face-to-face meetings improves the clarity of communication and so improves efficiency.*

*“Adding the visual element to non-face-to-face meetings creates the opportunity to see and speak to more people at the same time, improving the clarity of communication and so improving efficiency.”*

**René van der Valk,**  
*NedTrain project leader*

“Since the Summer of 2005, NedTrain has been working with videoconferencing from twelve locations in the Netherlands. The main reason for starting to use video communication was the aim to operate more effectively as an organisation. Holding videoconferences means less time spent travelling and more time spent at your own workplace enabling better management,” says René van der Valk, NedTrain project leader with specific responsibility for the purchase of this videoconferencing solution for NedTrain.

To encourage meetings within the organisation via the screen, NedTrain has kept the local managers of the various business units informed and pilot groups have been used to familiarise employees with the system. Besides, the growing popularity of videoconferencing at NedTrain can be ascribed to the enthusiasm of its users.

During the production of the new NS timetable for 2007 in December 2006, the production director maintained weekly contact with all parties involved through videoconferencing, which resulted in considerable internal focus on video communication. Since then staff have managed to approve the reservation system for video conferences.

The first users hold more and more meetings via video and in doing so get other colleagues enthusiastic. In this way the ball gets rolling faster and faster. It is used most in point-to-point and multi-point links, such as weekly work planning meetings between several NedTrain locations. Presentations are also regularly given via videoconferencing.

Up to now the videoconferences have been run on ISDN, but in future NedTrain will switch over to the internal (IP) network. An online planning tool will also be installed to facilitate reservations, which are currently done by secretaries distributed over the NedTrain locations all over the country. The plans for this have already been developed by NedTrain and Talk & Vision.



*“The support provided by Talk & Vision has been good; they have given us a great deal of relevant advice, as a result of which we now have a user-friendly, yet state-of-the-art, technological system, with which we can make many efficiency gains in our day-to-day activities.”*

**René van der Valk,**  
NedTrain project leader



#### **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**

Tel: +31 (0)348 460006

Fax: +31 (0)71 5760456

E-mail: [info@videoconference.nl](mailto:info@videoconference.nl)