

Client testimonial



“The lady working in Paris has told us many times over how happy she is with her system, a desktop version. She can participate in international videoconferences, which has already saved her numerous train trips to Brussels, because she can now meet through video.”

Eddy Lootens,
IT and Infrastructure manager

TEST aANKOOP

- Customer:** *The Belgian Test-Aankoop/ Test-Achats - established in 1957 by a group of volunteers - is an established consumer organization that conducts comparative tests and promotes those products or services with the best price-quality ratio.*
- Challenge:** *The need to improve the communication between European consumer organisations.*
- Result:** *User-friendly videoconferencing solutions in the offices of Euroconsumer-members throughout Europe results in more efficiency, time savings and lower travel costs.*

Test-Aankoop is part of Euroconsumers, the umbrella organization of European consumer organizations in five European countries. Last summer, Talk & Vision installed videoconferencing systems in Lisbon, Madrid, Milan, Paris and Brussels. The members of Euroconsumers can now meet face-to-face with consumers in other countries without spending expensive travel time in trains or airplanes.

Cross-border collaboration is only efficient if the parties can communicate efficiently. At Test-Aankoop, the people involved believed that visual communication was the best way for them to make decisions faster and save travel costs. It was up to IT and infrastructure manager Eddy Lootens to look for a new, umbrella system for all of the members of Euroconsumers. “We didn’t go out on a limb. Our new videoconferencing system had to meet a number of specific requirements. It had to allow for a difference in quality when meeting with participants from different organizations and hence with different networks, the so-called ‘multi-conference’,” explains Eddy Lootens. User friendliness was also an important issue. The technicians were not supposed to have to help during the meetings. Test-Aankoop wanted a videoconferencing system that the employees could book and run on their own, without technical assistance.

For the integration, Test-Aankoop selected the Talk & Vision specialists, who seamlessly integrated the network of video-conferencing systems in the organization, organized user training courses, and met Test-Aankoop's requirements.

Videoconferencing will continue to play a big role in Test-Aankoop's future. Eddy Lootens: "Talk & Vision helped us see the wood through the trees; the clear advice combined with their knowledge got us where we are now." Eddy Lootens concludes: "We're talking to Talk & Vision about expanding the network where needed. We're also thinking of video conferences via laptops. Videoconferencing has made us more efficient, saves us time, and has reduced travel costs."

"Just thinking about conference calls tires me out," says Lootens. "A two-hour video conference is a lot less tiring. People are very happy that it is so easy to share their presentations and other documents through visual communication."

Eddy Lootens,
IT and Infrastructure manager



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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.