

## Case Study: Engineering

A world leading provider of metrology and spectroscopy products focused on efficiency has required a highly specialised conferencing solution to enable their engineering processes to be co-ordinated between their headquarters, manufacturing and research and development sites.

*“Internet Videocommunications’ outstanding technical expertise has delivered the ideal solution to our very exacting brief, backed up with highly responsive service support.”*

Group IT Development

### Challenge

- A need to accelerate new product development due to customers demanding ever shorter product-to-market lead times.
- Requiring close collaboration and excellent information exchange between teams at different locations.
- The employees’ preference for face-to-face meetings.
- Extensive travelling between locations impacting on development time and travel budgets.

### Solution

- A single-sourced global solution with comprehensive wraparound support services .
- Rigorous consultation with end users to understand how the design teams collaborate in order to deliver a solution seamlessly accepted in the working environment.
- The deployment of video conferencing systems at multiple locations, with document camera, content sharing and interactive white boards, allowing development teams to work together on technical drawings.

### Results

The company has significantly reduced its travel budget for commuting between its locations and video conferencing has also benefitted the business by freeing up management and development time.

The interactive collaboration has been fully embraced by the development teams and has proved to be the most valuable return on investment, delivering faster problem solving. Multiple teams can now share ideas quickly and easily and the new flexibility allows more people to attend meetings, facilitating the greater exchange of information across multiple areas of the business.

An internal audit has shown that 9 out of 10 users believe that video conferencing had added value to their working lives.

