

# Client testimonial

## FUJIFILM



**Customer:** Tilburg-based FUJIFILM Manufacturing Europe handles R&D, production, distribution and sales of photographic materials and offset plates for the European market, the Middle East and Africa and is one of FUJIFILM's largest production sites outside Japan.

**Challenge:** To reduce expenditure on business trips.

**Results:** Very intensive use of videoconferencing within FUJIFILM Europe.

Talk & Vision installed a TANDBERG videoconferencing system in a number of FUJIFILM's European offices in 2008. This investment was prompted by the desire to cut expenditure on business trips.

Werner Verbist explains: "We were requested by FUJIFILM Europe's head office to take a more critical look at travel budgets and to search for alternative communication methods. Video communication was an obvious option, and via Talk & Vision we trialed a TANDBERG pilot configuration, among others. FUJIFILM opted for TANDBERG based on criteria such as user-friendliness, connectivity and quality."

Videoconferencing is now possible in the Netherlands, Belgium, Germany, France, Italy and the UK. Talk & Vision also installed the TANDBERG Management System (TMS). This enables FUJIFILM Europe to monitor and measure video use and also calculate the payback time. Detailed data such as the number of video minutes used and the number of sessions is converted into statistics.

Werner Verbist continues: "Because FUJIFILM Europe works with Lotus Notes, Talk & Vision and TANDBERG linked the management system via an interface program so that the video bookings are automatically posted in TMS."

*"In addition to the economies we can achieve in terms of international travel costs, we also find that avoiding the risks inherent in business trips and the time savings offered by video communications are extremely relevant issues."*

**Werner Verbist,**  
European IT project manager

Videoconferencing is used not only for communications about progress among European project teams, but also intensively with other FUJIFILM locations in the US and Japan. A key user trained by Talk & Vision is in place in each office with videoconferencing facilities. In addition, our staff have been familiarized with the applications and benefits of video communications via our intranet. The systems are now in daily use.

“Looking ahead, we plan to increase the number of locations with videoconferencing facilities along with the expansion of SAP,” concludes Werner Verbist.



*“The videoconferencing facilities are now used not only for communications about progress among European project teams, but also intensively with other FUJIFILM locations in the US and Japan.”*

**Werner Verbist,**  
*European IT project manager*



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

*Talk & Vision, 51% owned by KPN, provides video communication solutions to a large number of companies in a variety of sectors around the world. In addition to supplying the necessary hardware, the company also focuses on a wide range of services, which include international service and support, consulting, training, web conferencing and video meeting services. MAVIS managed services enables companies to outsource the purchase, the full management and the maintenance of all of their videoconferencing activities to Talk & Vision. Talk & Vision is an authorised partner of TANDBERG, Polycom and Sony, enabling it to provide its customers with independent advice. Talk & Vision employs 46 people at offices across Europe. The company's headquarters are in Linschoten. For more information, see [www.talkandvision.com](http://www.talkandvision.com).*

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