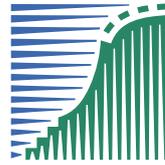


# Client testimonial



landbouw, natuur en voedselkwaliteit



**Client:** *The Ministry of Agriculture, Nature and Food Quality (LNV) is organised at national level. LNV has many executive and operational duties covering a broad field of activities, including rural land use, nature management, food production, fish and milk quotas.*

**Challenge:** *To find an alternative way of working together in order to convert working time lost due to worsening problems on the roads and railways into productive time.*

**Results:** *Considerable time gains resulting in a rapid return on investment.*

*“The ‘Dienst Regelingen’ has earned back the whole of its investment for 7 business locations (€ 100,000) within a year from savings on travel between its locations in The Hague and Assen.”*

**Fred Jansen,**  
ICT expert at the ICT Operations Department (DICTU)  
of the Ministry of LNV

The directors and chief inspectors of the General Inspection Service meet weekly. They realised that more and more valuable time was being lost due to worsening problems on the roads and railways. This was what prompted them to look for alternatives. Videoconferencing came up immediately as a serious option. Fred Jansen, ICT expert at the ICT Operations Department (DICTU) of the Ministry of LNV: “At that moment I was asked to assist with the purchasing process. For me too, videoconferencing was a relatively unknown field, but I was impressed by the quality of the service.”

“My input into the purchase was mainly technical, concerned with how far the equipment was suitable for use across our own national network. Talk & Vision made an excellent job of its advisory role. The Ministry has to deal with many internal clients and that involves the usual challenges. Talk & Vision kept our role as ICT support organisation constantly in mind and involved us whenever necessary or desirable. Delivery and installation went without a hitch and the after-sales was also excellent. They were also extremely helpful with a test that we did with videoconferencing over the Internet for representatives of the Ministry abroad.”

Publicity for the option to hold meetings via video conferencing in all departments and business locations of the Ministry included putting up posters to draw people’s attention to what a major inconvenience it is travelling 6 hours a day for a meeting (Den Haag/Assen).

Fred Jansen: "Generally it is a good alternative to travelling to meetings, especially when the journey is long. Personally I do think that people still have to continue to meet up; they still need direct contact to get a feeling of solidarity. But even if you alternate with face-to-face meetings, videoconferencing generates enormous savings."

The Ministry is very content with savings in time and cost it is presently making and certainly has plans to expand in the future. Fred Jansen: "We are now looking at improving the reservation facilities and also at a blanket service contract with Talk & Vision. Further integration with our infrastructure is planned and we plan to provide services ourselves that we currently outsource (ISDN-MCU). Expanding into video communications from the workstation and integration with our VoIP telephone system are points to consider."



*"There is still growing interest in videoconferencing at the Ministry of LNV. More internal customers want to purchase equipment but sometimes still shy away from the investment; I try to point out to them the gains in time and effectiveness and calculate for them the period in which they will earn back their investment."*

**Fred Jansen,**  
ICT expert at the ICT Operations Department (DICTU)  
of the Ministry of LNV



#### **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**

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