

# Client testimonial

LOYENS & LOEFF

ADVOCATEN • BELASTINGADVISEURS • NOTARISSEN



*“Our expectations with regard to saving time via video conferencing have already been met after using the technology for only 4 months. In my own working week, I gain at least a day by having meetings with the other Dutch offices via video.”*

**Michel Hartogsveld,**  
ICT Manager with Loyens & Loeff

**Customer:** Loyens & Loeff gives high-quality legal and fiscal advice to international corporations, financial institutions and governments. It employs approximately 1,600 people worldwide.

**Challenge:** More efficient use of working hours by cutting travelling time.

**Result:** With the availability of video conferencing, Loyens & Loeff has grown more flexible in planning meetings and this means they can use valuable time more efficiently.

Loyens & Loeff has been using video conferencing since November 2009. After the boardrooms in Amsterdam and Rotterdam, the offices in Eindhoven, Arnhem, Brussels and Luxembourg were also equipped with the TANDBERG systems.

Loyens & Loeff opted for video communication primarily to save time. “There was an ISDN video conferencing network in place already, but that was obsolete. That’s why we chose to upgrade to video conferencing over IP via the company’s network. We have already saved the time we expected to save with video conferencing. The 2 hour board meeting with participants from the Benelux does not take the whole day anymore.

Loyens & Loeff also chose MAVIS Total Care to ensure problem free and smooth-running video conferences. With MAVIS Total Care, Loyens & Loeff use proactive monitoring of all video conferencing activities. The equipment is always ready for use and the connection is monitored from start to finish. Additionally, Talk & Vision’s Customer Service Centre is always stand-by, before and during the conference, if necessary 24 hours a day and 7 days a week. As part of MAVIS Total Care, Loyens & Loeff also have access to a

report feature that provides insight into the use and success rate of the video conferences.

Video conferencing has quickly caught on in Loyens & Loeff and the conference room in Amsterdam is in use almost continuously. The video network is used in particular for internal meetings, but contact with customers and external advisers too is now maintained via video conference more often. Michel Hartogsveld concludes: "Loyens & Loeff has become more flexible in planning conferences, simply because the right tools have become available. I would not be surprised if video conferencing is going to be available at every workplace within a couple of years."



*"MAVIS Total Care from Talk & Vision service offers maximum convenience and enables us to spend valuable time on core issues instead of technology."*

**Michel Hartogsveld,**  
*ICT Manager with Loyens & Loeff*



#### **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 Cisco, enabling it to provide its customers with independent advice. Talk & Vision employs 55 people at offices across Europe. The company's headquarters are in Linschoten. For more information, see [www.talkandvision.com](http://www.talkandvision.com).*

**Talk & Vision**

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