

# Client testimonial



**Customer** TNT N.V. offers companies and consumers around the world a wide range of postal and express delivery services. TNT, with its registered office in Amsterdam, offers access to efficient network infrastructures in Europe and Asia.

**Challenge** Reduce CO<sub>2</sub> emissions and business travel by 30% and eventually become the first postal and express delivery services provider in the world that effectively operates without emissions.

**Results** TNT has already seen its first positive results of using videoconferencing as a part of the so-called 'Planet Me' programme after only 9 months.



*“Never before have the CO<sub>2</sub> emissions in the world been this high. A company like TNT, which is part of that problem, should also be part of the solution. That is why we have the Planet Me programme. Videoconferencing is an important element of that.”*

*Carin ten Hage,  
Programme Director of 'TNT Planet Me'*

In 2008, TNT launched a global environmental programme, Planet Me. TNT aims to increase transparency around its CO<sub>2</sub> emissions, to reduce the CO<sub>2</sub> emissions which are the result of its business activities and to encourage its 161,500 employees, their families and friends and also its contractors and suppliers to reduce their own CO<sub>2</sub> emissions, both at work and at home.

Videoconferencing too is a key part of that sustainability programme. The most important reason for TNT to offer visual communication for internal and external meetings, is to cut down business travel which significantly contributes to CO<sub>2</sub> emissions. Through the deployment of videoconferencing, TNT aims to reduce CO<sub>2</sub> emissions caused by business travel by 20%. This accounts for two to three kilotonnes per year. At the same time, this means annual savings on travelling expenses of 30% of the total budget.

TNT has outsourced its entire management of its videoconferencing systems to Talk & Vision. TNT has appointed only one project manager



*“Our employees are enthusiastic about the systems. Initially, the environmental aspect was the main consideration, but now our employees also experience additional benefits such as optimising the internal communication and being able to work more efficiently.”*

*Carin ten Hage,  
Programme Director of ‘TNT Planet Me*



*About Talk & Vision*

*Talk & Vision, a company of Dutch carrier KPN, offers visual communication solutions to large and medium-sized companies in different markets worldwide.*

*With MAVIS (Managed Video Services), customers can turn to Talk & Vision for the procurement, control and management of all video communication operations.*

*Talk & Vision has its head office in Linschoten (Netherlands). Other offices are located in the UK, Germany and Belgium.*

for videoconferencing. Everything else is managed and monitored by Talk & Vision. Talk & Vision also provides all connections for TNT, both one on one and multiple parties at the same time. That makes life very easy for the user because the connection is set up 15 minutes before the meeting starts. When you enter the room, the lines are already open, so you need only concentrate on the contents of the meeting. This approach has gone down well with many enthusiastic users. TNT sees a 60 - 80% growth per quarter. The number of sites where videoconferencing has been implemented has risen to over 120 by now and it is still rising.

To validate the investment and measure the success, Talk & Vision together with TNT generate reports to see how much has been saved on travelling expenses and also how much CO<sub>2</sub> was avoided per meeting per person. These figures have so far exceeded all expectations. The wide range of services provided by Talk & Vision to TNT is part of the MAVIS programme that Talk & Vision has introduced.