

# TANDBERG CUSTOMER PROFILE

Réunica



*Réunica employees gather around a TANDBERG 880 MXP with two screens*

- CLIENT:** A social protection group that is France's No. 1 provider of complementary pension plans and a major contingency fund provider, with 2,200 employees in the Paris area and elsewhere in France (4 main sites, 11 social delegations and 27 sales offices)
- ACTION:** Installed TANDBERG 880 MXP video communication systems in conjunction with the TANDBERG MPS 200, the TANDBERG Gatekeeper and the TANDBERG Management Suite
- RESULT:** Better long-distance relationships, broader involvement in key decisions, improved use of time, reduced travel spending

**"We have left a 'satisfaction survey' sheet in every video suite, but the sheets fill up with mostly positive remarks."**

HÉLÈNE ABRIOUX, RÉUNICA

#### PENSION GROUP LAUNCHES VIDEO NETWORK WITH "OPEN DAY"

When executives at Réunica, a major French pension and contingency fund group, deployed a new video communication network they naturally wanted employees to make the most of it. To promote the launch, a special Open Day was organized at Réunica's four main sites in and around Paris.

The Open Day crowd found a number of new, dedicated video communication suites, each equipped with specially adapted furniture, a versatile TANDBERG 880 MXP communication system and twin 50-inch plasma screens. Excitement grew as the employees -- talking and gesturing to their distant colleagues -- began to perceive the long-term benefits of such equipment to their company.

"During the Open Day, people moved through the rooms in 30-minute slots," recall Héléne Abrioux and Jean-Francois Neron, who shared responsibility for the project. "Everyone received a presentation about the system and its advantages. They activated videoconferences themselves using the remote control and tried out several features to experience how simple it is to use, whether for point-to-point or multisite meetings. More than 400 people visited the rooms that day!"

#### "BROUGHT PEOPLE CLOSER"

The well-planned Open Day made clear to employees how limiting the telephone can be. It also got them thinking about the hours they've wasted in public transportation. The next day, they began booking their own meetings and have never stopped. The TANDBERG systems at Réunica's four main administrative sites remain in high demand and must be booked two weeks in advance. In order to optimize use of the equipment, the company has created a "good behavior" guide that recommends a two-hour maximum for meetings.

"The success of this project made us very enthusiastic," says Mr. Neron. "The systems bring people closer, and people like that a lot. Some people have booked video meetings a year in advance to make sure of availability."



*TANDBERG 880 MXP set-top unit*

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Additional video communication systems are on the way. In addition to its Paris-area offices, Réunica is equipping administrative sites in Angouleme, Lyon and Toulouse. Eventually, Mr. Neron says, there might be several systems at each of the company's main sites, helping top managers to keep tabs on Réunica's 2,200 employees and to better manage 7 billion euros in contributions from the 8 million French men and women affiliated with Réunica's complementary pension and contingency funds.

## EASE OF USE

Réunica's internal campaign to promote video was a major factor in the employees' quick embrace of the new TANDBERG systems. Posters, e-mails and newsletter articles alerted employees to the Open Day and to the availability of videoconferencing in general. A logo was designed to give the video network an identity, and tip sheets were posted in each communication suite. Employees soon realized how simple it was to operate the TANDBERG systems and needed no more encouragement to plunge into the business of booking and organizing video meetings.



*The network logo*

"It was very easy for people to learn," says Ms. Abrioux. "We have a help desk for IT issues, but we've had almost no requests regarding videoconferencing. We have left a 'satisfaction survey' sheet in every video suite, but the sheets fill up mostly with positive remarks."

## A LEAP FORWARD

Réunica tried out video communication in the 1990s, but its first systems (non-TANDBERG) soon became obsolete and fell into disuse. When the new systems arrived, long-time employees immediately sensed the technological leap that had occurred.

With higher bandwidth -- up to 1.1 Mbps over IP using Réunica's TANDBERG 880 MXP models -- had come improved clarity and reliability. With TANDBERG's DuoVideo feature, meeting participants could hold visual and verbal contact on one screen while sharing graphic documents on the second. TANDBERG's Expressway solution, including a TANDBERG MPS 200 Media Processing System and a TANDBERG Gatekeeper, allowed Réunica to link as many as 32 video and 32 audio sites in each meeting while holding the line on security. The company's communication staff monitors the entire network by way of the web-based TANDBERG Management Suite.

"Video communication changes the way we manage our time and activities," says Ms. Abrioux. "Each employee feels closer to his or her team or department. It also helps us control costs. Less transportation translates into higher productivity and more private time."

Even as travel declines, the geographic diversity of project teams is expected to increase. That means managers can assign the best people to a project regardless of where they are stationed.

"Project teams used to be composed only of people at one site," says Ms. Abrioux. "Thanks to the advantages of video, we are now going to evolve towards more active participation from employees based outside Paris, and projects will be managed between different sites."

## ABOUT TANDBERG

TANDBERG is a leading global provider of visual communication products and services. The Company has dual headquarters in New York and Norway. TANDBERG designs, develops and markets systems and software for video, voice and data. The Company provides sales, support and value-added services in more than 90 countries worldwide. TANDBERG trades publicly on the Oslo Stock Exchange under the ticker TAA.OL. Please visit [www.tandberg.net](http://www.tandberg.net) for more information.

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