

TANDBERG CUSTOMER PROFILE



Corvin House, the headquarters of is:energy in Budapest

- **CLIENT:** An IT services provider with 200 employees at five service centers and 70 additional sites around Hungary
- **ACTION:** Installed a TANDBERG 7000 videoconferencing unit, 5 TANDBERG 6000 units, 14 TANDBERG 1000 units and a TANDBERG MCU for multipoint conferencing
- **RESULT:** Lower travel costs, improved collaboration and closer personal ties with regional offices and customers

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TIBOR VASS, IS:ENERGY HUNGARY KFT.

EXPANDING COMMUNICATION

The IT services provider is:energy Hungary Kft. is always looking for ways to increase the business efficiency of its customers. It offers strategic IT consulting, equipment sales and support and outsourcing to Hungarian energy companies, utilities and other organizations. But is:energy is equally aggressive in streamlining its own operations. In 2002 it made a critical investment that has paid off in lower travel costs, faster decision-making and closer personal relations. The investment: an array of TANDBERG videoconferencing systems.

"We now use video in all our major offices in Hungary, from Budapest to Pécs, Debrecen, Győr and Nagykanizsa," says Tibor Vass, the company's Director of Service. "We prefer using video over e-mail or phone because it is much more effective. Personally, I feel that it is as good as personal contact."

Mr. Vass's colleagues have reacted with similar enthusiasm. The TANDBERG network is used in a variety of day-to-day operations, but the most intensive users are in management. The company's weekly Regular Service Meeting (RSM) is a video meeting, as are many job interviews conducted by the Human Resources Department. The far-flung leaders of is:energy's Hungarian service centers also meet frequently by video to avoid having to travel.

"More and more people within our organization are starting to use it, which is very good," says Mr. Vass. "I use video a minimum of two times a week. There is no doubt that it saves us a lot of time. Just traveling back and forth between Pécs and Budapest would take 4 hours."

ELEGANT SIMPLICITY

is:energy's embrace of visual communications is part of a major internal initiative to remain on the cusp of technological change. Its goal for staying in touch visually is to install at least one TANDBERG system in each subsidiary where it employs 50 or more people. So far that has led to the purchase of an elite TANDBERG 7000 boardroom model, five TANDBERG 6000 roll-abouts for large rooms and 14 compact TANDBERG 1000 units. After studying the market carefully, Mr. Vass settled on TANDBERG despite the slightly higher cost of some its systems.

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"We chose TANDBERG because of functionality, quality, design and reliability," he says. "We were also impressed by the integrity of the network and the maintenance contracts that TANDBERG offers."

Many employees at is:energy are expert in electronics. But according to Mr. Vass, even non-technical staff members find the TANDBERG units to be "very easy to use." Indeed, the simple remote-control user interface is the same across the entire product platform, while the standards-based design makes it easier to interact with other vendors' systems.

"It is also very easy to connect a PC to the system for showing presentations," Mr. Vass adds. "Mostly we use Power Point for presentations, but sometimes our technical staff discusses major technical solutions for our clients using a combination of PC presentations and the document camera."

LOOKING TO THE FUTURE

According to Mr. Vass, Hungarian people are very relationship-oriented. They like to see one another while talking, the better to interpret attitudes and feelings.



Tibor Vass says he likes the sleek TANDBERG design

Within the near future, is:energy plans to broaden its reliance on TANDBERG solutions by using See & Share software, which enables employees without video access to take part in a videoconference by audio call while following the visual presentation on the Internet. "I must say that video has really changed the way we work," says Mr. Vass.

ABOUT IS:ENERGY

is:energy Hungary Kft. is the joint venture of the Hannover-based is:energy and E.ON Hungária Rt. Its 200 employees are spread among five service centers and an additional 70 sites where they provide IT service for the member companies of E.ON Hungária Rt. and other market players in energy and telecommunications. E.ON Hungária Rt. alone has 2.3 million customers in the energy and gas sector, representing nearly half of the market.

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 for more information.

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