

# TANDBERG CUSTOMER PROFILE

## TrygVesta



The TANDBERG 6000 MXP, shown above, helps TrygVesta colleagues collaborate

- **CLIENT:** The second largest general insurance company in the Nordic countries, with 2 million customers and 3,650 employees in dozens of offices
- **ACTION:** Installed 30 TANDBERG video communication systems, including the TANDBERG 6000 MXP, TANDBERG 1000 MXP, TANDBERG 990 MXP, TANDBERG 770 MXP and TANDBERG Edge Series as well as the TANDBERG Media Processing System (MPS), the TANDBERG Management Suite (TMS), the TANDBERG Content Server and the TANDBERG Expressway solution for high-quality linkage through firewalls
- **RESULT:** Closer collaboration across the rugged Nordic landscape; monthly travel savings of NOK 800,000 (\$120,000) to NOK 1.5 million (\$225,000)

**“Instead of two people traveling from Denmark to a meeting in Norway, we see five or six tuning in by video.”**

JAN TOMMY HENRIC JENSEN, TRYGVESTA

### “A HALLELUJAH DISCOVERY”

Employees at the insurance company TrygVesta have been communicating by video since the late 1990s. Until recently, though, they were hobbled by mismatched, unreliable video communication systems.

Those troubles fell away soon after Video Technology Specialist Jan Tommy Henric Jensen went shopping for replacement systems. He learned that one vendor's product line provides visual connectivity that is seamless, scalable and secure.

“It was a hallelujah discovery,” recalls Mr. Jensen.

The vendor was TANDBERG.

### STRONG INFRASTRUCTURE

TrygVesta was soon deploying 30 TANDBERG video communication endpoint systems to connect its offices across Denmark, Sweden and Norway. From the company's headquarters in Ballerup, outside Copenhagen, Chief Executive Stine Bosse now confers by video with her managers in Oslo, Bergen and Trondheim.

Project meetings, department meetings, management meetings and sales meetings are all moving to video as TrygVesta's 3,650 employees discover the simplicity and reliability of video communication today.

Important parts of TrygVesta's IP network are out of sight and mind for most users. Mr. Jensen and his colleagues, in Bergen, use the TANDBERG Management Suite (TMS) to monitor and occasionally update the far-flung endpoint systems. A Content Server permits archiving and on-demand streaming of video meetings and presentations – a capability that strengthens TrygVesta's in-house training academy. The TANDBERG Expressway solution allows managers to connect safely with home-office workers, customers and suppliers.

“The Expressway is what impressed me most,” says Mr. Jensen. “It tunnels securely through network firewalls and makes it much simpler to integrate systems that are not part of our LAN.”

### ELIMINATING ROUTINE TRAVEL

Non-technical users have found the endpoint models easy to master. The remote-

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TANDBERG 990 MXP set-top unit

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control interface is intuitively clear, and it's identical across the range of models. Twenty-seven employees have been trained as "super users" in order to help others with higher-level functions.

"People say they are surprised by the high video and sound quality," says Mr. Jensen. "They're also meeting more often and inviting more people to take part. Instead of two people traveling from Denmark to a meeting in Norway, we see five or six tuning in by video."

A new companywide policy requires anyone considering a trip to consider a video meeting instead. But rules aside, most employees are happy to eliminate routine travels. For example, an employee representative who had been traveling weekly from her office in Norway's remote Vesterålen islands to meet with executives in Bergen has been able to eliminate half of those trips thanks to the installation of a TANDBERG 1000 MXP desktop video communication system.

#### SAVINGS: \$125,000 TO \$225,000 PER MONTH

According to Mr. Jensen, a video meeting is more animated and informative than any telephone conference.

"On the telephone you are blind," he says. "Video communication is far more complete, and with TANDBERG's Duo Video feature you can also share all kinds of tables and images while continuing to view the other party. The marketing department in Norway can show a new TV commercial to their colleagues in Denmark and see how they react in real time."

TrygVesta's offices in Ballerup, Bergen and Oslo have just undergone major renovations to accommodate large new videoconferencing rooms, each equipped with a TANDBERG 6000 MXP, two cameras and two or more large-screen projectors. Each room holds more than 200 people comfortably. Elsewhere across the company Mr. Jensen and his staff have deployed TANDBERG 990 MXP and TANDBERG 770 MXP set-top systems as well as the slim TANDBERG 1000 for personal desktops.

"The number of video meetings is rising steadily," says Mr. Jensen. "All five systems in Bergen run an average of four to five hours a day. We estimate we have eliminated 130 to 180 trips per month for a monthly savings of NOK 800,000 to NOK 1.5 million (\$120,000 to \$225,000)."

#### 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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6000 MXP