

Managed Video Conferencing

Ramboll Whitbybird

industry:

Engineering

country:

Global

business challenge:

Control the cost of spiralling international business travel and increase productivity

solution:

- Deployed managed video conferencing

results:

- Staff are less stressed and more productive Increased collaboration has led to reduced time-to-market
- Savings from cost of business travel
- Shortened production time
- Expertise sharing

Client Overview

Ramboll Whitbybird has over 6,000 staff and 116 Nordic and UK offices, with a further 24 permanent offices across Europe and the rest of the world.

Business Challenge

As an international engineering business, Ramboll Whitbybird was aware of growing costs. With an expanding network of offices around the world, the cost of flying key individuals to meetings – frequently at short notice – was becoming significant. But there was another drain on resources, apart from airfares. The strain on top people exhausted by long hours travelling was beginning to affect productivity. It was becoming clear that the company needed easier and more effective face-to-face communication, without the stress and cost of international travel.

Solution Provided

The Ramboll Whitbybird team looked at solutions from a wide range of suppliers, and eventually chose Cisco endpoints and the Dimension Data video conferencing network. Cost was a factor in this choice, as was performance and Dimension Data's ability to demonstrate a successful track record with a range of businesses - including those in the construction industry - who faced similar challenges to Ramboll Whitbybird.

The ability to offer international service provision and world-class accreditation plus a client reference also supported this decision. The Dimension Data video conferencing solution is based around the Cisco Management Suite (CMS). This

central management platform manages on site and remote video systems, and provides a full range of scheduling and reporting services. CMS can be integrated with existing software, allowing it to be adopted with the minimum disruption and retraining. The system was intended for the use of directors, but the benefits of video conferencing were so obvious that middle and junior managers were soon enthusiastic users.

The Dimension Data solution runs completely independently of Ramboll Whitbybird's main IT network with separate bandwidth and connectivity, thereby eliminating any technical issues that are commonplace with video conferencing.

The Benefits

The Dimension Data solution has already provided some significant benefits. Although there has been a saving in travel costs, senior managers cite gains in productivity as of more value to the business - with less time lost to travel and key people less stressed.

Video conferencing has enabled Ramboll Whitbybird to bridge the communication gap created through the increased globalisation and outsourcing of their supply chains. By bringing project teams and remote specialists together more often and at lower costs, they are shortening production times and reducing time-to-market.

“We have regular weekly video conferences with presentations. They **help us share knowledge and establish the feeling that we are one company.** We just **could not do this without Dimension Data.**”

Charlie Tonkiss

Future Plans

Video conferencing has become established as a vital tool for the company, enabling even greater sharing of expertise and corporate culture with teams throughout the world. Its popularity means that there are already plans for putting access points onto every desktop. Ramboll Whitbybird is also examining the potential for mobile video access, and sees this as being particularly valuable for staff who are working on-site. By allowing images of the conditions on the ground to be shared with remote specialists it could offer a huge potential for troubleshooting and increasing efficiency.

