



Finance and Banking

Multi-Site Video Conferencing

Although reducing travel expenses between offices was a major factor in investigating Video Conferencing as a solution, it was by no means the most important. Building and strengthening relationships with their clients is the backbone of WH Ireland's success. Adding video conferencing as a communication method would further strengthen this and their position in the market.

Increasing Collaboration

At the initial project requirement briefing, the desired outcomes from a VC solution were:

- Increase effective interaction with WH Ireland client base
- Reduce travel expenses between offices
- Facilitate better communication between colleagues at different sites
- Speed up decision making time within the business

Following successful demonstration, WH Ireland implemented the Polycom HD Video Conferencing solution within 6 offices throughout the UK. This allowed multiple sites to communicate visually and as required, connect their Laptop to share presentations. This solution is fully scalable with options for increased management. Using standard Video Conferencing protocols, the Polycom solution allows for connection to video equipment from all other manufacturers using those protocols; this enables easy connection with external sites.

Keyzone supplied, installed, and configured the equipment for each site carefully ensuring minimal disruption to the business. To speed up the adoption of Video as a means of communication within the business, bespoke training sessions were provided for each site. To enhance this experience, the training was presented over video from the London office connecting with each site in turn; thus providing a practical and valuable learning experience for the staff. A Video Champion was assigned within the business to receive advanced training; they were the first port of call for less tech savvy users, preventing valuable time to be taken away from the IT team.

About WH Ireland

WH Ireland is one of the country's oldest Stock brokers, and their long history can be traced back to the minutes of the Manchester Stock Exchange in 1872. Today they operate from 18 regional offices throughout the UK. Working with both corporate and private clients they provide a range of stockbroking, wealth and investment management, and corporate broking solutions.

WH Ireland Est 1872

"Video conferencing has enriched our communication with clients, partners and suppliers. It has also improved inter-office communication, as well as reduce travel costs. Engaging with Keyzone on this project has been a positive experience, not least because of their professional approach, and their diligence to detail."

David Halstead
WH Ireland IT Director

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