

# VQ Customer Insights

## Why and how are our customers using VQ Conference Manager?

Back in 2020 a large European investment organization, with more than 4,000 employees and working in 160 countries, purchased VQ Conference Manager for self-service conferencing; providing a solution to their emerging conferencing requirements as a result of COVID-19.

This self-service model has evolved and the usage case has developed to also meet the needs of those within the organization needing to make mission critical, VIP calls. The drivers behind this are the need to make high level, secure calls and to have an on-premise solution which meets the data sovereignty requirements of the organization.

To meet this growing demand, the organization have renewed their VQ Conference Manager licensing, doubling their capacity to deliver concierge style, white glove services to their users.

The customer has a number of Cisco devices and they want to bring an element of automation to managing them. As a result, they are considering purchasing VQ Conference Manager to :

- Provision
- Configure
- Monitor

VQ Communications work closely with NTT Ltd in Europe:

“ I have been working with VQ Communications for a number of years now and have found them to always be supportive, responsive and willing to go the extra mile to ensure our customers need are met. Their solution meets perfectly the requirements of some of our key customers and I look to position VQ Conference Manager to all of our Cisco CMS customers when I can. ”

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