

VQ Customer Insights



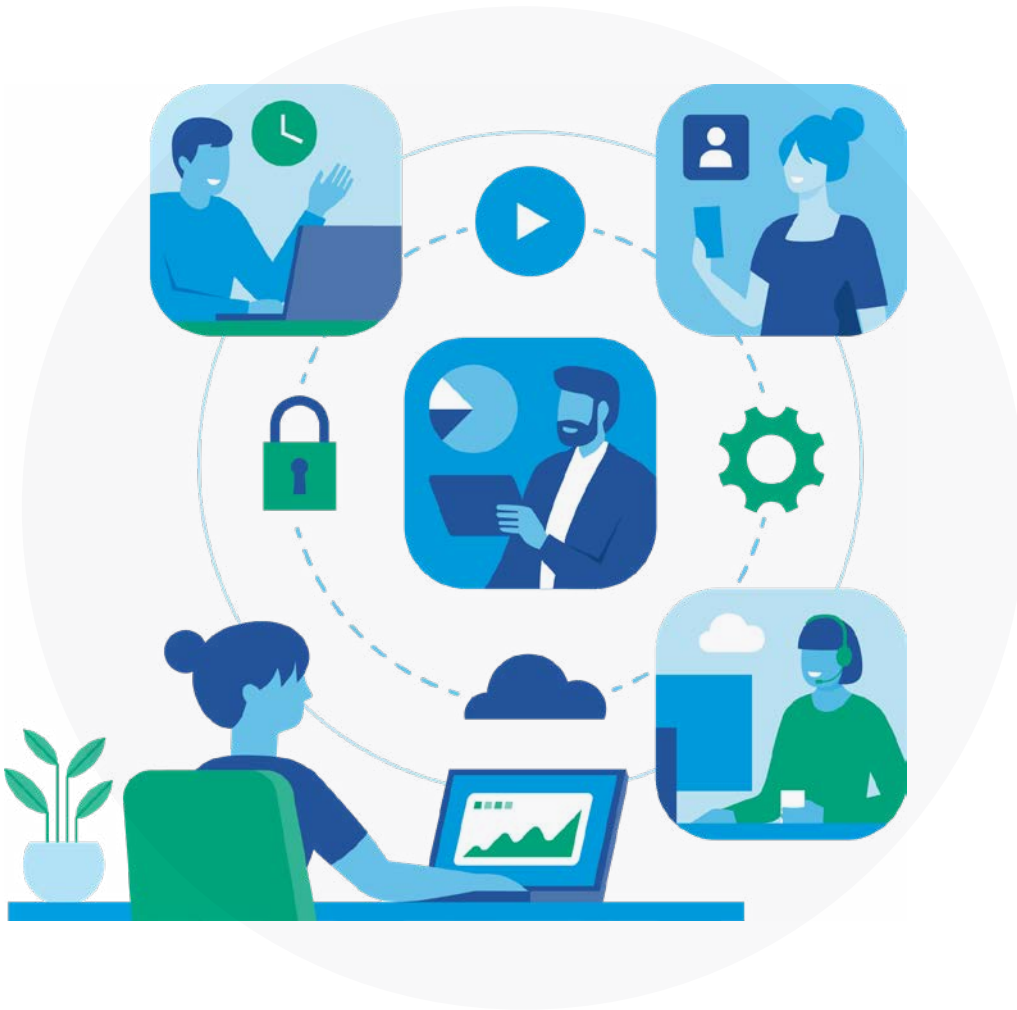
Enhancing a European Government Finance Department Operations

In early 2020, video infrastructure was in place and although it was being used to conduct video meetings, its usage was irregular and only for some specific uses. Setting up video calls was time consuming which prevented good adoption of the technology. However, the onset of the global pandemic drastically altered the landscape, prompting a surge in demand for corporate video services within this European Government Finance institution. This surge strained existing infrastructure and highlighted deficiencies in management tools, particularly in monitoring, management, and real-time call quality control.

To address these challenges, the organization sought a solution that could adapt to the increased demand and provide enhanced monitoring and management capabilities. Deploying VQ Conference Manager proved transformative:

- Troubleshooting times were slashed by more than half, significantly improving user satisfaction with the IT department's responsiveness.
- Reporting capabilities underwent a profound transformation. VQ Conference Manager empowered the organization with comprehensive insights into system usage, enabling informed decision-making regarding resource allocation and human resources management.





The partnership between VQ Communications and Kaizen Networks has been characterized by seamless collaboration, driven by shared values of professionalism, technological expertise, and customer-centricity. Both entities prioritize continuous improvement and actively incorporate customer feedback to enhance service offerings.

Looking ahead, the organization plans to leverage the latest features of VQ Conference Manager, such as VQ DMA (Device Management & Automation) for Video endpoint management. This not only ensures the continued use of VQ as the primary management suite but also facilitates the replacement of outdated infrastructure like TMS, resulting in significant productivity gains and cost savings.

Contact us to find out more.
 Join our **'Ask VQ' Webex Space**.