

Case Study



The Teliris VirtuaLive™ service enables Xchanging to have over 56 meetings a month while reducing the stress of travel as well as saving money in travel costs.

Company Description

Xchanging is a business processing services company working in the the financial, insurance, manufacturing and retail sectors internationally. The company handles large, complex back-office business processing in the areas of customer administration, human resources, procurement, finance and accounting.

Goals

Transcend the restrictions of traditional videoconferencing and bring people together quickly

Reduce travel expense

Increase operational efficiency

Decrease stress on executives

Founded in 1999 by David Andrews, Xchanging today has more than 4,000 employees located in fourteen countries, including Australia, Belgium, France, Germany, India, Japan, Malaysia, Netherlands, Portugal, Spain, Thailand, the United Kingdom and the United States.

The Challenge

Xchanging's reasons for installing this product were simple. As a rapidly growing international company they increasingly recognized that travel, the costs involved and the stress on executives could start to get out of hand, especially as there was a constant need to move staff around the world for meetings.

Xchanging needed a system that could help them transcend the restrictions of traditional videoconferencing and bring people together quickly, enabling real time working across different locations simultaneously. VirtuaLive™ made such virtual meetings a reality and increased their operational efficiency as a result.

The Teliris Solution

In the last twelve months Xchanging has used their VirtuaLive™ suites for more than 681 meetings both in the UK and on an international level. That is over 56

meetings every month. At a rough estimate, to have conducted these meetings face to face would have meant over 200 flights between England and India. The system has become integral to the way management works together and people have even been hired (and fired) over the system. It is heavily used during business hours and trying to get a space in their 'hubs' is very difficult.

Xchanging has also seen benefits in terms of the way they operate as a company. The system is always switched on and is available to all of their staff. As a result, communication at all levels has improved. They are able to bring people together much more quickly for meetings which increases collaborative levels of working. They have also been able to build strong networks of people across the business.

Being able to use the VirtuaLive™ system has also contributed to a better work/life balance for their staff. It helps reduce the stress associated with travel, brings people together more quickly, shortens meetings and as a result enables staff to make better use of their valuable personal time.

There have also been other benefits. Under recent government initiatives, the "green era" agenda has risen up the corporate agenda including Xchanging's. They are currently undertaking an environmental audit and the use of



telepresence is one way they are making a tangible contribution. By using the VirtuaLive™ system as an alternative to air travel, Xchanging is helping to reduce the greenhouse gas associated with its operations.



For more information please call 212.490.1065 x1