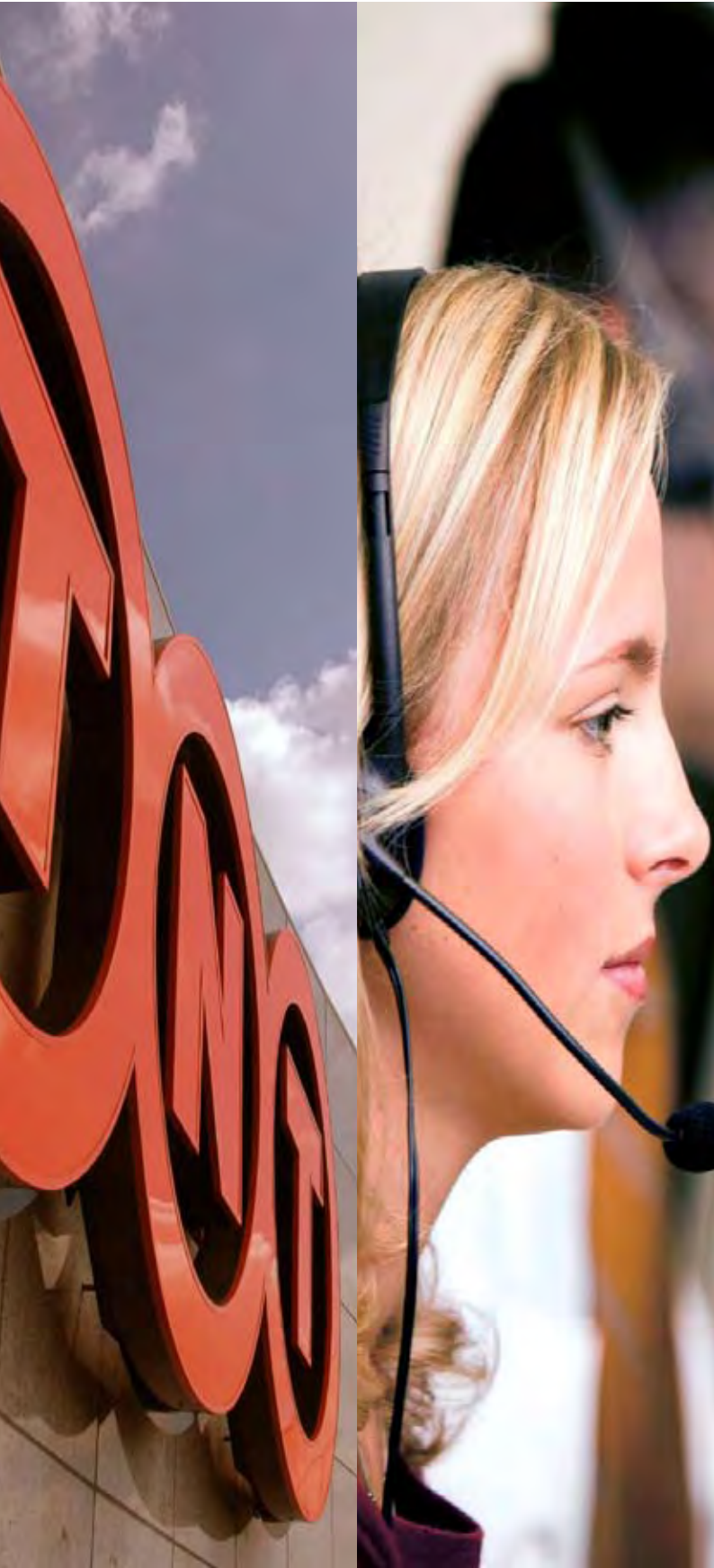


visionary

 TALK&VISION

Newsletter September 2008



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Imagine...

Try to imagine you are running an organization today. It doesn't really matter how big it is or in which country it is.

The state of the economy is not truly relevant to this example, but let's assume it is about to get slightly worse than it is today. You have motivated people on board, but there is also a group that is slightly unmotivated because of all the changes in your company. Your company results are in good shape, but you don't know what the coming years will bring. You think your business plan is 100% 'waterproof', but of course there are factors influencing your result that you cannot control. And of course, let's not forget to mention the government in your country, asking you to 'act responsible' as a company, promising to tell you later what this exactly means.

Does the above sound familiar? You might wonder what this has to do with visual communication, tele-presence, videoconferencing or one of the other words to describe the ability to communicate (see and hear) without having to travel. It's obvious to us, but let me help you....

Visual communication offers a solution for a number of your daily challenges. It makes your company greener, as there is no absolute need to jump into a train, plane, or automobile. If your people travel less, this also helps you cutting costs. And you are lowering the costs when you speed up the R&D process, and become more efficient by having video links to your suppliers and customers or when the external expertise you need enters by video.

Why ask your professionals to travel a large proportion of their time if you can provide them with tools to let them decide whether they need to travel or not? You don't want them to leave and you know their work / life balance is important to them.

The world is changing; traffic jams on the road and in the air slow us down, while (global) competition requires quick decisions, efficient organizations and motivated staff.



Please let us help you to solve your problems. Talk & Vision has more than 10 years experience in doing so and there are good reasons for being among the leading visual communication providers today. Want our help? Please send an email to info@talkandvision.com.

Sven Lagerweij
Managing Director,
Talk & Vision



Talk & Vision pull up their sleeves for Stichting de Opkikker

Talk & Vision has been the sponsor of Stichting De Opkikker for a number of years. In this capacity, the employees of Talk & Vision volunteered once again for the Super Opkikkerdag on Saturday 6 September.

This Super Opkikkerdag was especially organised for 50 families whom were invited to forget the illness of the ill child in the family for one day and to make it a carefree day. Discussions were held before the time with the families to gain information about the hobbies, interests, impossibilities and especially possibilities, of the family members.

The volunteers are connected to one of the 50 families and will guide the applicable family the whole day through the different activities. A photo report will be found in the next Visionary. For more information: www.opkikker.nl





Talk & Vision introduced Mavis, our managed video service, in 2007

In order to meet the fast growing demand for our services, we have extended the Mavis portfolio, to ensure our customers are able to outsource the management of their videoconferencing operation. Why would you do that? Because when you outsource, there is no need to invest in people and knowledge yourself. Also, you do not have to worry about supporting your global offices 24/7. And, let's not forget, it is very likely you will benefit financially as well, as Talk & Vision can share resources while you in most cases have to build up a support team for your company alone. Good reasons we think.

Here is a short summary of the Mavis portfolio. Please contact your Talk & Vision account manager for more detailed information about our services. www.talkandvision.com

Mavis Support, or the 24/7 multilingual support package, that offers full support for all videoconferencing equipment.

Mavis Care, adding pro-active system monitoring to the Mavis Support package.

Mavis Meeting Room, giving you the ability to set up multipoint meetings yourself using Talk & Vision multipoint bridging capacity.

Mavis Total Care, giving you the possibility to fully outsource your videoconferencing operations. We set up and technically monitor all calls, provide you with a booking tool and periodic usage reports.

Mavis All-In, that not only enables full outsource, but also includes the necessary videoconferencing equipment.

Mavis Ad-Hoc, if you need to use our bridging, gateway or firewall traversal service ad-hoc.

Mavis Events, if you need expert assistance connecting a large number of offices via videoconferencing and want to stream the event on the internet.

Opening Talk & Vision Belgium

The official opening of the new office of Talk & Vision Belgium in Heverlee will take place on 10 September.

This opening, which will be celebrated with business relations, also has a commercial and as such a gastronomic character. The latest professional developments of video communication will be discussed with partners, TANDBERG and Polycom, and all the guests will attend a workshop given by culinary coaches.



Talk & Vision Seminar UK

On October 3, the second dedicated Talk & Vision seminar will be held in London, in cooperation with the Institute of Directors.

The event is themed: *FT top 100 companies view videoconferencing as a mission critical business application... do you?*

Today corporations not only need to know about compelling new technologies and state-of-the-art best practices, but how these pieces fit together to create an architecture that can drive business. At the IoD seminar, IT pros from a diverse industry sectors share ideas and exchange views on how to develop and build outcome-decisive solutions in videoconferencing. Please contact KelvinGregory@talkandvision.com if you wish to attend.



Become a greener, happier, more productive company



TNT outsources all videoconferencing services to Talk & Vision

Videoconferencing As A Service

Last year, TNT introduced a global environmental programme under the name Planet Me. This programme constitutes TNT's drive to increase transparency in the area of the CO₂ emissions it produces, to cut the CO₂ emissions caused by its operating activities and its 161,500 strong staff, as well as their family and friends, and also to encourage contractors and suppliers to reduce their CO₂ output, both at work and at home.

In that respect, TNT has outsourced the total management of its videoconferencing systems to Talk & Vision. TNT has only appointed one project manager for videoconferencing and all other systems management and monitoring is in the hands of Talk & Vision. Talk & Vision takes care of all connections for TNT, both one-on-one and multi-point which makes things very easy for the user, with connections set up 15 minutes prior to the meeting.

As the user enters the meeting room, the connection will already have been established, allowing the user to fully focus on the contents of the meeting. This approach has already led to many enthusiastic users. TNT has spotted a growth in use of 30%-40% a month. The number of sites

where videoconferencing has been implemented has in the meantime grown to over one hundred, and this number is continuing to grow.

Nine months after the official launch of the project aimed at cutting CO₂ emissions and reducing business trips by 30%, TNT is now seeing the first positive results of deploying videoconferencing as part of the 'Planet Me' programme. This programme puts TNT's philosophy to become the first carbon-neutral postal and express services provider into practice.

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Carin ten Hage, Programme Director TNT Planet Me: "In order to reduce CO₂ emissions caused by our business flights, we need to restrict business flights to a minimum. Our target is to reduce business flights by 20% in 2008. This will enable TNT to reduce CO₂ emissions resulting from business flights by two to three kilotons per year. And this will also yield annual savings on travel expenses of 30% of the total budget."

In a drive to validate the investment and make the successes measurable, Talk & Vision and TNT will jointly draw up reports on the savings achieved in business travel, as well as calculate how much CO₂ output has been prevented per person per meeting. These figures have, up to now, exceeded all expectations. The services Talk & Vision provides to TNT come under the Mavis Programme that Talk & Vision recently implemented.

About TNT

TNT N.V. offers companies and consumers worldwide a broad spectrum of postal and express services. TNT, which has its headquarters in Amsterdam, offers access to efficient network infrastructures across Europe and Asia, and is expanding its worldwide activities to maximize the performance of its networks. TNT has a presence in over 200 countries, and employs over 161,500 people. In 2007, turnover amounted to 11 billion, with operating profits of 1,192 million. TNT is listed on the Amsterdam stock exchange. TNT is fully aware of its corporate social responsibility, and has struck up partnerships with the World Food Programme and the United Nations Environment Programme to combat hunger and pollution across the globe.



Talk & Vision is one of the major video communications experts in Europe. We are involved with extensive projects for companies worldwide where video conferencing is strategically used. Talk & Vision operates from its European offices in Linschoten, Heverlee, Frankfurt and London.

TALK&VISION

At our Linschoten office we are looking for:

CUSTOMER SERVICE ENGINEER

(40 hours per week)

Main tasks

- You will support our clients and help them set up video conference meetings.
- You will solve all the problems that may occur during the conferences.
- You take care of the administrative preparation and completion of the conferences.
- You manage the incidents mentioned by clients from opening to solution.
- You analyse incidents that were reported by clients, and where possible, solve these on your own.
- You will perform various supporting tasks.
- You report to the Team leader Customer Services.

Requirements

- You have excellent communication skills and are fluent in Dutch and English (writing and speaking). Other languages also preferred.
- You have a passion for technical challenges and would like to develop your knowledge about video communication even further.
- You are able to work with the following Windows applications: Word/Excel/Outlook.

Information

- For more information, click on www.talkandvision.com or send an email to robvandenboomgaard@talkandvision.com

FIELD ENGINEER

(40 hours per week)

Main tasks

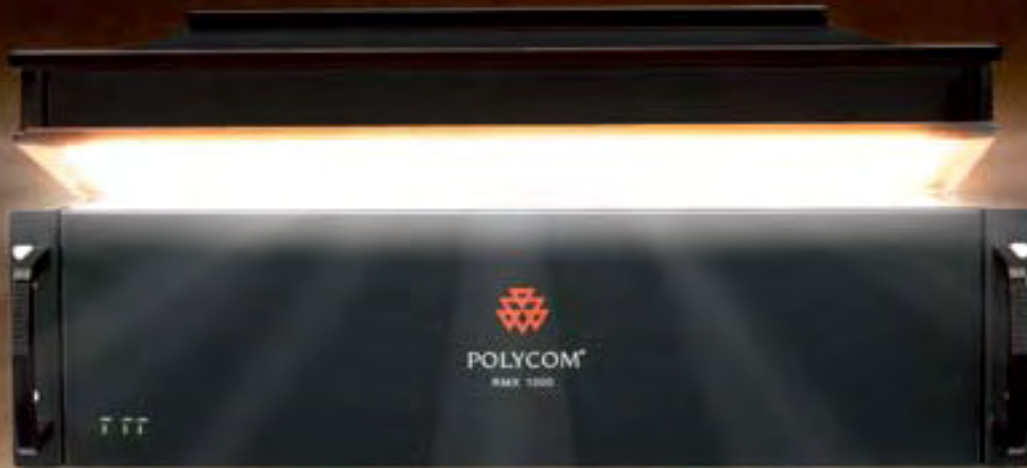
- You install our video conferencing solutions at our clients' premises, both inside and outside the countries borders.
- You provide user training after installation of the equipment.
- You help our clients on location if a technical problem occurs.
- You report to the Manager Service Delivery.

Requirements

- You are flexible, because you might have to work at night or over weekends from time to time.
- You have excellent communication skills and are fluent in Dutch and English (writing and speaking).
- You are able to work with the following Windows applications: Word/Excel/Outlook.
- You have an affinity for IP networks

Information

- For more information, click on www.talkandvision.com or send an email to sandergelauf@talkandvision.com



POLYCOM RMX 1000™

Conference Platform

The Polycom RMX 1000 conference platform delivers high performance video and audio conferencing to small-to-medium sized organizations and branch sites within the enterprise.

Supporting up to twenty concurrent video or audio endpoints, the RMX 1000 conference platform is ideal for organizations requiring a robust and cost-effective multipoint conferencing solution.

An extension of the powerful and scalable RMX 2000, the RMX 1000 conference platform offers many of the same ease-of-use features that are bringing video conferencing into the communications mainstream.

Features

- **Ultimate user experience** – Unrivaled audio quality with Siren™ 22 StereoSurround™, optional high definition video and content delivery
- **Anytime, on demand conferencing** – Always-on virtual meeting rooms
- **Easy, secure access from anywhere** – Multi-tiered Web-based management
- **Optimal system provisioning in mixed networks** – Flexible resource capacity

SET ALARM FOR 4.00AM
TRAVEL TO AIRPORT
CHECK IN
GO THROUGH SECURITY
GO THROUGH PASSPORT CONTROL
WAIT IN LOUNGE
WAIT AT GATE
BOARD AIRCRAFT
TAXI FOR A WHILE
WAIT FOR SLOT
TAKE OFF
ENJOY IN-FLIGHT HOSPITALITY
EXPERIENCE TURBULENCE
LAND
TRAVEL TO MEETING
ATTEND MEETING
TRAVEL BACK TO AIRPORT
CHECK IN
GO THROUGH SECURITY
GO THROUGH PASSPORT CONTROL
WAIT IN LOUNGE
WAIT AT GATE
TAXI FOR A WHILE
WAIT FOR SLOT
TAKE OFF
ENJOY IN-FLIGHT HOSPITALITY
EXPERIENCE TURBULENCE
LAND
EXIT AIRPORT
GO HOME

ACCEPT VIDEO CALL
ATTEND MEETING
CARRY ON WITH REST OF DAY



Which would you **choose?**

Meeting face-to-face has its downsides. That's why we've created the TANDBERG 1700 MXP. Without leaving your desk, you can experience personal telepresence meetings on a one-to-one basis or connect with colleagues in multiple locations. You can discuss, reach consensus and make decisions faster, and all without having to step outside your own office.

For an online demonstration visit:

www.tandberg.com/telepresence

Or contact:

Kruislaan 402 | 1098 SM Amsterdam | Netherlands | T: +31 (0) 20 888 4962 | E: netherlands@tandberg.com | www.tandberg.nl

TANDBERG



Stijn Laureys

In the series “Look Who’s Talking” we are pleased to introduce the people behind Talk & Vision. This time we talk to: Stijn Laureys (24)

Many people will find it very pleasant to stay close to their work place to enable them to save on travelling time. Stijn can assent to this, as he lives in Kessel-Lo next to Leuven. However, Stijn is not much in the office, as he is on the road most of the time on his way to see clients.

Not only is he educated as a teacher in physical education and informatics, he also studied network engineering. He uses his versatile capacities as a teacher on a daily basis. An example of this is with clients when he has to explain the ins and outs of a video communication system which is greatly appreciated and can be seen from the positive feedback he receives. Stijn ends his week off by teaching

gymnastics for two hours on a Friday evening. Apart from all this, he is also a keen cyclist. His trips on Sundays take him to both the most difficult and most spectacular areas in the region.

What’s your job at Talk & Vision?
“Network Engineer.”

What’s the “beauty” of your job?
“I find the variation and the contact with different types of people the best part of the job. I am a perfectionist, a genuine worker and always strive to get the best results.”

What will be your biggest challenge?
“The challenge lays, amongst other, in the knowledge of the video

communications system, both the end points and the network components. Besides all of this, I always accept the challenge to deliver the best finished product to the client. Custom made or not, it must be good!”

What attracted you in Talk & Vision?

“To me there are four deciding elements whereby the amount of work is determined on a daily basis at Talk & Vision: The sphere, the challenge, the variation and the work.”

Best advice ever?

“Trust everyone, just don’t trust the devil inside of them.”

Can’t do without?

“Cycling and teaching.”

In 1 year...

“Will make lots of changes.”



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Don't miss the next Visionary Newsletter coming out in October 2008.