

Customer Reference

NITO

Video conferences using Cisco for NITO's technologists and engineers

“As we use video communication every day, we needed telecommunication solutions that we could rely on. Loose wires and poor sound and image quality have now been replaced by solutions that make our job easier.”

Lasse Lange

IT advisor – NITO

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NITO



Size:
NITO

Størrelse:
20 branches and 90,000 members

Type:
Professional organization

About the organization:
Norway's largest vocational organisation for engineers and technologists with over 90,000 members. NITO organises engineers, bioengineers and others with higher education in technology, including civil engineers and civil architects

Challenge

NITO is Norway's largest trade organization of engineers and technologists within higher education. The head office is in Oslo, where Lasse Lange is IT advisor. The IT department is responsible for the management of the servers and the video meeting rooms, but now in addition to this they work on a range of other projects. One of them is to ensure the right use of video conferences for more effective and intelligent work.

NITO had previously invested in 'Skype for Business' meeting room solutions. These were tools that the employees were already familiar with and used daily. Nonetheless, a series of variables made the video communication more complicated and difficult.

Solution

With the need for frequent use of video-based communication, Kinly's advisors suggested communication solutions from Cisco.

"One size fits all isn't enough when it comes to communication solutions and video conference technology. It's about finding solutions that actually address our needs. Kinly's advisors know that," says Lange.

The Skype Room Systems at NITO have now been replaced with Cisco video conferencing. Cohesion between Cisco and Skype for Business has been made possible with the help of Synergysky, so that users can still book meetings via Skype.

"As we use video communication every day, we needed communication solutions we could rely on. Loose wires and poor quality were replaced with solutions that make our job easier."

With these new solutions, NITO could reuse of much of the

existing equipment, which included screens, panels and table grommets. As part of Kinly's service agreement, NITO has direct access to support services. There's an easily accessible support button on all of the touch panels in the meeting rooms.

"If needed, help is only a keystroke away, that's how easily you can get in touch with the support crew at Kinly via video. There are never any waiting times. On the contrary, we are met by solution-oriented, service-minded people who handle the challenges and follow up afterwards."

Result

"Structure and order mean a lot. Positive user experiences are the foremost benefit. With stable video solutions, we have simpler and more flexible and days at work."

With 20 branch offices, video is frequently used for interaction with colleagues and stakeholders. The IT department, which has frequent contact with suppliers, also undertakes as many meetings as possible via video. It is also key that members of the trade union organisation get to meet with NITO employees.

"Sometimes trips need to be taken, such as when lawyers meet members in need of legal assistance. In many cases, however, travel is unnecessary. Good quality video then becomes an important tool."

Video solutions are also often used in home offices.

"Good solutions for home offices help both employees and employers a lot. We've seen that absence due to sickness is less prominent, as employees in different situations can work from home and still attend meetings."