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# Data

## Case Study – TLV Euro Engineering UK Ltd

International travel reduced through video conferencing



TLV Euro Engineering UK Ltd, in Cheltenham, Gloucestershire, is part of TLV - a steam specialist company that produces and sells steam engineering products, as well as providing consulting, site inspections and seminar training services. Along with their Japanese parent company, TLV Euro Engineering also has a Head Office based in Germany, and further offices in France and the UK.

TLV Euro Engineering have been a customer of Total for a number of years and chose us to provide all their telecommunications requirements, from mobiles to fixed line and broadband services, as well as phone system installation and maintenance.

**Michael Povey, General Manager** explains: **'Since commencing my current role, I was anxious to find someone who could manage all our communications requirements. In the past, I have seen how much time and resource can be absorbed by checking**

numerous bills from a wide range of different providers and when any problems occur, you are often pushed from pillar to post.'

**'Finding someone who could fulfill all our requirements and offer one point of contact and one bill, as well as a proactive customer service team was vital. We can then devote more time to our core business of selling and providing technical support for our products, rather than the administration of suppliers.'**

When TLV in Japan decided to install video conferencing facilities within all their European offices, it was therefore a natural progression to use Total.

Initially, the main driver behind the installation was to improve regularity of 'face to face' internal communication, between Japan and Europe. Another factor was that this facility could also help decrease the regularity of business trips, to Germany in particular. Something currently being reviewed by many businesses, with an international presence.

Total installed a Polycom Video Conferencing system within the Cheltenham office. Now, working around time differences, offices in Japan, Europe and also Singapore utilise the systems for regular multi-way conference calls. Michael says of the system: **'The Polycom unit is easy to use and has improved our international communication, not just in terms of frequency but also in quality, as we are now having 'face to face' conversations.'**

One subsequent benefit is to training and it is here that video conferencing really has come into its own. All TLV Euro's products are manufactured in Japan and as the training of engineers is very specialised, it previously entailed trips to Japan for completion. However, much of this training can now be undertaken via the newly installed video link, resulting in substantial savings both to cost and time.

**'By utilising the benefits of 'face to face' conversations we are now able to effectively train our technical staff remotely, avoiding the need for expensive and time consuming trips to Japan for this purpose.'**

With engineers and personnel planning to access more system and specialist software remotely, Michael is now looking at reviewing ADSL access and considering a dedicated connection. He adds: **'I know if I sit down with Total and discuss the varying options, they will provide me with the best solution for my requirements. There is no hard up-sell or push to the priciest products, just genuine advice and the best products and services for our company.'**

