

Dutch Department of Road Transport Upgrades to LifeSize HD Telepresence Solutions

The Netherlands' national motor vehicle authority chooses LifeSize Communications solutions to deliver HD telepresence

Organization

RDW (Department of Road Transport) Zoetermeer, The Netherlands

The Department of Road Transport, the RDW, is responsible for the safety and environmental regulation of the motor vehicle fleet of the Netherlands.

The RDW registers vehicle and owner data and issues relevant documentation, such as vehicle registration certificates and drivers licences. The RDW also provides information to domestic and foreign authorities.

To do its job as efficiently as possible, the RDW maintains regular contact with the motoring public, garages, police and the government.



Challenge

RDW is no stranger to video conferencing. Having used the technology in five commercial offices for nearly a decade, RDW first started using video communications to bring over 1500 people from their biggest subsidiaries together for recurring meetings and training sessions.

For many RDW employees, growing traffic problems in the Netherlands helped to make video an easy alternative to travel. Culturally, the use of video was a welcome fit for the organization as it was quickly understood that utilizing video meant time and money saved.

RDW's key needs included:

Superior quality: True-to-life, crisp HD video quality for meaningful, rich communication

Unique flexibility: Easy to deploy among the main locations, simple to use

Unmatched price-performance: High demand for video systems among offices means a communications system must make sense from an investment perspective



CHALLENGE

To create an immersive communications experience that allowed RDW to communicate and collaborate in real-time.



SOLUTION

After evaluating several vendor's solutions, LifeSize® Conference™ was chosen for quality, ease of use and price performance.



RESULTS

RDW has seen improved communication and users are satisfied with the overall experience and the advantages of HD video.



Solution

When the time came to evaluate telepresence solutions, RDW looked at all of the major vendor's offerings. After commencing thorough evaluations, RDW quickly found it interesting that the most expensive solutions did not necessarily make them superior.

RDW soon decided that the LifeSize® Conference™ solution from LifeSize Communications was the telepresence solution that best met their needs.

For RDW, telepresence is simply a good way to speak and work together. Quality is the key. They realized that the other vendor's solutions were using the same technology as LifeSize, however the price difference was significant.



Results

RDW now uses the LifeSize Conference telepresence suite daily and users in the offices are quite satisfied with the system.

The fluidity and quality of the video solution were the deciding factors for choosing LifeSize. The easy-to-use, intuitive touch screen control system also makes using the system nearly effortless. Simply walk in, press one button and begin a conference.

With LifeSize Conference, RDW also experiences Full HD video at 1/3 the bandwidth of comparable solutions.

Since the LifeSize implementation, the organization has seen improved communication and overall satisfaction with the solution.

Beyond technologies, over and above service and support, the LifeSize Conference solution enables facial expressions, body language and gestures to transcend geography. Work teams, wherever they are, get incredible, lifelike clarity. LifeSize's exemplary attention to the human experience ensures that the LifeSize Conference product is easy to use, made simple with one-button dialing.



The Department of Road Transport's LifeSize Conference implementation.



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