



Elevating the conferencing experience at a large central bank

VQ Conference Manager enhances the service for admins, operators and end users in a cloud-prohibited environment.

The Challenge

Transform conferencing for all users – without using the cloud

A national central bank was using Cisco Meeting Server (CMS) and Cisco in-room devices for all of its internal and external conferencing.

With its renewal approaching, the bank wanted to deliver enhancements to this vitally important service, in response to feedback from its conferencing administrators, operators, and end users.

These included:

- ✓ **The ability for operators to oversee and manage** more than one meeting at a time
- ✓ **Self-service scheduling capabilities** that integrated with tools its teams were already using, instead of having to log into a separate web portal
- ✓ **Tools to enable more efficient management** of its Cisco video devices, replacing highly manual processes
- ✓ **Improved service troubleshooting tools**



CUSTOMER SECTOR

Financial services



BUSINESS SOLUTIONS

Secure sovereign conferencing
Device management
Comprehensive insights

Compliance requirements meant the service needed to remain self-hosted, within national borders, so cloud-based solutions weren't an option. Moreover, the importance of the collaboration platform meant any associated software had to be highly resilient.

The VQ Communication Solution

The all-in-one answer to the bank's self-hosted conferencing needs

Working closely with the Cisco account team, VQ Communications arranged a tailored demo with the bank, to showcase how VQ Conference Manager would deliver the improvements its users were requesting.

VQ Communications' solution included:

✓ **VQ Conference Manager platform**

Delivering enterprise-class security and high-availability for the conferencing service.

✓ **Meeting Services**

Enabling operators to oversee and manage up to 50 meetings on a single screen, and letting end users join meetings on Cisco devices via One Button to Push (OBTP) for ease of use

✓ **Metro premium self-service apps**

Providing integration with Outlook, for streamlined meeting scheduling that aligned with teams' existing ways of working.

✓ **Device Management and Automation (DMA)**

Comprehensive tooling to keep its large numbers of Cisco in-room devices secure and healthy, including advanced certificate management.

✓ **Analytics**

Ready-made reports and dashboards and alerting to highlight potential service issues to administrators, and for management reporting.

The bank also purchased a professional services package from VQ Communications to streamline implementation and rollout, including:

✓ **Deployment Assist**

Remote, one-to-one video support for the team setting up the platform

✓ **Administrator and operator training**

VQ Communications training courses for the teams managing and operating the bank's collaboration service

Outcomes

Multi-year renewal and happy users

The bank's teams were quickly convinced that VQ Conference Manager would meet all of their aspirations for the service. As a result, it approved a multi-year renewal of its Cisco platform, now underpinned by VQ Communications software.

User feedback following rollout has been excellent, with particular praise from operators and end users for the ease-of-use enhancements. Visibility of the service and its importance to the bank is also much-improved, with a regular report from VQ Conference Manager analytics going to senior management, to demonstrate usage levels and return on investment (ROI).