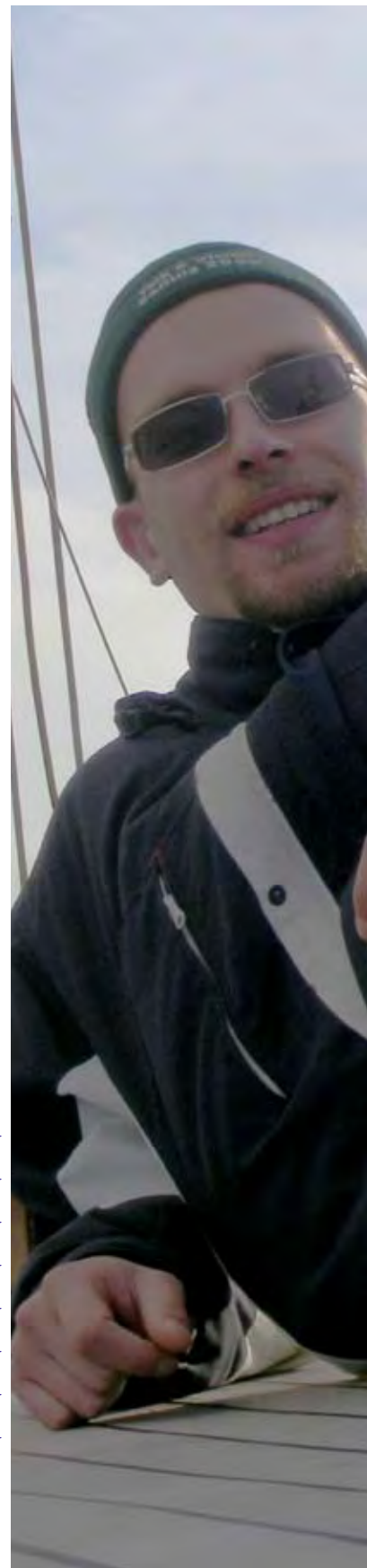


visionary

 TALK&VISION

Newsletter November 2008



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Crisis?

I normally spend a couple of minutes in the morning reading the headlines of the Dutch newspaper before I jump in the car and drive to the office.

In the car, I listen to my favorite radio station until they start repeating their business headlines, at which point I switch to my favorite music. At the office, my computer automatically shows the results of the stock markets as well as the forecast for the day. For the last two months this meant that my day started with a lot of bad news about the financial crisis and I have to say I've had it. Not because I doubt its seriousness, but mainly because the atmosphere of crisis is not in line with "a day at the office" with Talk & Vision.

What do you mean crisis? A lot of our customers recently decided to ban flying between offices, which led to a sharp increase in the demand for alternatives such as videoconferencing. The underlying reason for this increase may be serious, but doesn't it make common business sense to keep people out of planes if serious alternatives are available? It saves money, reduces CO2 emissions and improves the work/life balance of your employees.

The videoconferencing industry is now so mature that there is no real need to board a plane 7 times out of 10. Try to imagine what that could mean for the efficiency, financials and go-to-market speed of your organization. So instead of spending time on the doom-and-gloom reported in newspapers and on television, start spending time on new ways of communication that will benefit your organization as soon as you start using them.

Sven Lagerweij
Managing Director,
Talk & Vision



Talk & Vision @ Super Opkikkerdag 2008

For a number of years, Talk & Vision has been sponsoring the Dutch foundation "De Opkikker," which organizes fun days for children with protracted illnesses and their families.

In addition to the funding aspect, ten Talk & Vision volunteers helped during the 2008 'Super Opkikkerdag' which took place at the Eemhof in September. The volunteers' task was to support the 50 families throughout the day so they could have a carefree day of fun, surprises and real adventures. Prior to the actual day of the event, the families were interviewed so the foundation could make sure their program would be tailored according to their needs. Some of the activities involved a ride in a helicopter, extinguishing a fire with the fire brigade, or being a princess or a pirate. The day ended with a great musical concert.





Talk & Vision moves UK office to London's financial district



Talk & Vision has moved the UK office from Chertsey to the financial district of London.

This enables the company to give effective demonstrations to a larger range of customers as a considerable part of the potential customers are based in the City.

Talk & Vision's UK Country Manager Scott Taylor explains: "Once companies have videoconferencing installed, an office's geographical location no longer plays an important role. However, in order to convince companies to consider videoconferencing as an effective communication tool, a green alternative to travelling and a way to increase employee productivity, we need to be able to give physical demonstrations. Today's business

people have busy schedules and time comes at a premium, which is why we have chosen to move closer to our market potential."

Talk and Vision's new UK office is located at:

**Talk & Vision United Kingdom
1217 12th Floor
City Point
1 Ropemaker Street
London EC2Y 9HT**

**And can be contacted by
phone on +44 (0)207 153 10 77**



Talk & Vision Germany

Last month, Talk & Vision took part in Systems 2008 in Munich. Systems, a trade show for Southern Germany, Austria and Eastern Europe, attracted some 40,000 professionals.

Talk & Vision presented High Definition Videoconferencing and Personal Telepresence together with TANDBERG. One of the highlights was a demonstration for one of Germany's most famous chefs, Alfons Schubeck, who was very interested in the technology and subsequently conducted his first videoconference with participants in Munich, Düsseldorf and Athens.

Talk & Vision Belgium

After Talk & Vision's successful move of the Belgian offices to Haasrode, the red carpet was rolled out for the official opening on September 10.

Key customers were invited to the new offices for a tour, a toast and a culinary evening event.

The new offices have better facilities for demonstrations, are easier to reach and have ample parking, contrary to the old offices, which were in the center of Leuven.

Business discussions and demonstrations alternated throughout the afternoon until it was time to pursue the next challenge: team-cooking on a boat. A perfect combination of pampering the body and the mind with excellent food and good business discussions.

Talk & Vision United Kingdom

Also in October, Talk & Vision UK hosted its second Institute of Directors (IoD) Seminar in London.

The seminar was attended by well over 20 parties interested in obtaining insight into the 'quick wins' and long-term benefits of successfully deploying videoconferencing. As expected, some of the speakers gave their presentations via videoconferencing.

A guest speaker from Heineken gave an overview of a client application. TNT's videoconferencing case was also on the agenda, as was Talk & Vision's managed services portfolio 'Mavis'. The outcomes and discussions during and after the seminar were very valuable to all involved. Another edition of the IoD seminar is planned for the first part of 2009.



Become a greener, happier, more productive company.



Talk & Vision delivers 'time' to General Logistics Systems

Videoconferencing key in time and cost savings

General Logistics Systems (GLS) use videoconferencing technology to streamline their internal communication processes. GLS are a Pan-European company that provide parcel and express services as well as value-added logistics solutions. GLS have 32 central transshipment points, 680 depots and 13,000 employees. Some 19,700 vehicles move 335 million parcels a year for 220,000 customers throughout Europe.

It is a real challenge to run efficient and effective internal communication and meetings, but things have been changing since GLS started using 23 TANDBERG videoconferencing systems at the end of 2007.

Rico Back, CEO of GLS: "We started using videoconferencing in the winter of 2007. Our initial goal was to connect our main offices in Germany, the Netherlands, France and Italy and gain insight into the time and cost savings we would achieve by using TANDBERG's videoconferencing systems. The experience was so positive and productive that we decided to quickly roll out the systems to another 20 of our European GLS offices. One of the first projects that was discussed via

videoconferencing was the setting up of a GLS internet portal. The team in Germany, France, Denmark and Portugal held weekly status meetings. These videoconferences not only saved a lot of travel hours and costs, they also benefited the environment."

Talk & Vision supported and advised GLS from the beginning of the project and helped choose the 23 TANDBERG videoconferencing systems, which include a Codian MCU (Multi Conference Unit) and a TANDBERG Management System. The MCU is used to set up multipoint calls when more than two locations are

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Rico Back

involved in a meeting. Talk & Vision also delivered and installed all of the systems throughout Europe.

Rico Back: "We're glad we invested in videoconferencing. Talk & Vision's systems have enabled us to save valuable working hours as well as personal hours. The systems are used more and more as our employees learn to appreciate this way of communicating with their European colleagues."

About General Logistics Systems

General Logistics Systems B.V. Amsterdam, (GLS), is a Pan-European company that was founded in 1999. GLS provides parcel and express services as well as value-added logistics solutions. The services are offered through wholly owned and partner companies in 36 European countries. GLS has 32 central transshipment points, 680 depots and 13,000 employees. Some 19,700 vehicles move 335 million parcels a year for 220,000 customers throughout Europe. In the financial year 2006/07 some 12,000 employees handled 311 million parcels, achieving a turnover of 1.6 billion euros.



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.



As a result of our steep growth, our Linschoten office is looking for a:

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 analyze 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.



POLYCOM® CONVERGED MANAGEMENT APPLICATION™ 4000/5000

The Polycom Converged Management Application (CMA) delivers and manages real-time video conferencing throughout the enterprise.

With Polycom CMA, organizations can video-enable individuals and groups in conference rooms, personal workspaces, desktops, and mobile devices using a single highly scalable application.

The enterprise benefits from improved communication that speeds decision making and seamlessly extends the power of video to all parts of the organization.

At the core of the solution is the Polycom CMA Server, a standards-based management application enabling enterprise-class directory services, central provisioning, and management for thousands of video endpoints, including both high definition telepresence and legacy video conferencing systems. The benefit to IT management includes faster and simpler deployments, centralized control of video assets, and widescale turnkey updates.

Features

- **Enterprise Scale Directory** – Integrates with existing corporate directories and supports up to 5000 concurrently registered endpoints and 1500 concurrent calls
- **Centralized Deployment and Provisioning** – All personal and room-based clients are provisioned from a central server, including feature sets, call speeds, and call quality
- **Highly Secure** – Integrated encryption secure interaction integrity while operating system, signaling, authentication and media are natively protected



TANDBERG TELEPRESENCE T3

The ultimate telepresence experience.

Exclusive, immersive and simple, the T3 is visual collaboration taken to an entirely new level. Thousands of details work together to provide a natural forum to speed decision making and make sure everyone is on the same page. Meet as if you are in the same room even though you are miles or continents apart.

Features

- **Interoperability** – Connect to anyone, at anytime, any way. With Telepresence T3, there are no longer limits on who you can talk to and how. The boundaries of dissimilar networks, multi-vendor systems, inconsistent quality and functional complexity are eliminated so that colleagues, customers and partners can communicate with total ease. Standards-compliant technology makes it all happen.
- **Scalability** – With the TANDBERG Telepresence Server it doesn't matter who you need to reach. For the first time you can scale telepresence, HD and standard video systems into large interconnected conferences while maintaining the best telepresence experience for everyone. The Telepresence Server intelligently recognizes the type of system joining the meeting and gives each participant the best possible view.
- **Total Service** – Service choice for the control you want with the security you need. As a single source for all telepresence needs, TANDBERG's full portfolio of services support customers every step of the way, from installation and deployment right through to concierge level services and support. With 24/7/365 availability and guaranteed service agreements, Total Service translates into total peace of mind.



DECISIONS IN LONDON

DEVELOPMENT IN WARSAW

PRODUCTION IN AMSTERDAM

 **COMPETITION BEATEN**

When your people share, **your business succeeds.**

Time and distance? Get around those, and you'd communicate and collaborate faster, better and more productively, allowing your whole business to benefit.

Polycom lets you do just that, with on-demand voice and visual communications that enable you to meet, talk and interact - like you were really there.



Arian Boere

In the series “Look Who’s Talking” we are pleased to introduce the people behind Talk & Vision. This time we talk to: Arian Boere (28)

Arian is a gourmand, which stimulated him to become a professional chef. Once a chef, he had time for his other hobbies like music and computers. His passion for computers was strong as he spent a few years working at helpdesks and repair centers. His other main hobby, music, regularly finds him visiting concerts. He prefers the heavier works of both famous and relatively unknown rock bands. He also likes challenges, and to him, every accomplishment is a reason to pursue a new goal.

What do you do at Talk & Vision?

“I handle the logistics at Talk & Vision, and at the same time am being trained to become a skilled maintenance engineer, which is my next ambition.”

What’s the beauty of your job?

“The variety. Every day brings new and unexpected tasks and I love being able to make sure everything runs smoothly and efficiently.”

What attracted you to Talk & Vision?

“There’s a lot of knowledge at

Talk & Vision that the teams share. This enables us to see the different aspects of the business and focus on solving issues. The atmosphere is very friendly, too, which means that we also share personal issues, which creates a strong bond.”

Best advice you could give?

“Two things actually:

- Respect is something you have to earn, you don’t get it for free
- Never live your day twice.”

Can’t do without?

“My friends, of course!”

In one year...

“Today is today, and we’ll see what comes tomorrow or in one year.”

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Don't miss the next Visionary Newsletter coming out in February 2009.