

CASE STUDY: KGS DIAMOND GROUP



DEKOM's local partners demonstrate international collaboration with a personalized touch – Local installations, global managed services

The KGS SpeedTec™ Floor program is designed for customers that need innovative, easy to use systems that deliver quality and productivity on a broad range of floor surfaces. It combines more than 60 years of KGS experience to offer the best possible solution for grinding, polishing and maintaining floors.

It is one of those business secrets. Everyone knows the well polished floors in hotel lobbies, in airports and in shopping malls. But probably only a few know that some serious innovation lies behind the technology of maintaining them. KGS is a specialist in delivering a comprehensive range of diamond and Ferrzon® non-woven products for floor cleaning. But those are just examples of the world's leading manufacturer of flexible diamond abrasives and electrolytically metallised fabrics.

Founded in Switzerland in 1952, KGS has now 13 sales and distribution offices in Europe, North America, China and Australia, as well as four manufacturing sites in Switzerland, The Netherlands, Hungary and Portugal.

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» I wish we had invested in this technology two years earlier. «

S. FERRONATO, CEO OF KGS, UPON USING HIS FIRST VIDEO CONFERENCE

Hence, KGD delivers on the promise of innovative, easy to use systems that deliver quality and productivity and that is also what KGS expected from their communications solution. By the end of 2012 the budget had been allocated for major improvements on the collaboration and communication between managers from the international offices. Evert de Ruyter, the group's CFO works from the Dutch office and reports in to the CEO in Switzerland, Mr. Sandro Ferronato. De Ruyter described a solution with ease of use, providing flexibility, scalability and a robust quality, to cut on travel expenses, improve communication and stimulate collaboration on larger distances.

Some minor challenges had to be faced; not every location has the best broadband connection... not all systems need to be group systems, yet uniformity is desired, software clients are easy to deploy on a large distance, but who is going to install and maintain the larger group systems?

DEKOM had a clear answer. Built on the building blocks of LifeSize, DEKOM architected a solution for 6 larger conference rooms, equipped with either single or dual display set ups, a hosted multipoint environment and a hosted environment for software clients, enabling iPad and laptop users to join conferences instantly. The total investment matched the budget easily and the tight cooperation between the DEKOM-companies across Europe guaranteed a smooth installation and deployment. With local representatives and engineers in the different countries, this was not much of a challenge to DEKOM. The combined strengths of DEKOM unified the deployment, the logistics and the financial aspects, since it is not always for granted shipping into countries outside the EU.

Why DEKOM?

Our detailed consultancy service also takes into account the overall situation, including assessment of customers' network and communication infrastructure.

An in-house Technology and Development Department for maintenance, service and individual one-off products provides sales back-up and forms our backbone.

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SCOPE OF THE SOLUTION

- KGS uses 6 LifeSize Express codecs, for larger meeting rooms
- A LifeSize UVC Multipoint environment, managed by DEKOM, ensures connection between multiple sites, for meeting with three or more parties at the same time
- UVC ClearSea provides access to video conferencing for laptop users, remote workers and now and then for iPad users, to join conferences regardless of place or network
- Installation of the rooms has been done locally, providing DEKOM knowledge in the language of the respective location
- User adoption training has been done via video, to instantly get hands on

Group meetings, ad-hoc meetings and certain meetings with sales agents now take place via video. This drastically cuts down travel expenses. Sandro Ferronato, the CEO, was so excited that he claimed: "I wish we had had this stuff two years earlier!". Evert de Ruyter, initiator of the project, added: "True, we can see each other more often, but I really do not mind some of those travels to Switzerland!".

KGS and DEKOM truly acknowledge that video conferencing does not take away all need for business traveling, but it helps a great deal in cutting expenses, seeing each other more often, without the need to travel extra. A great collaboration tool for the entire management and a great exposure of DEKOM's managed services and international experience.

Did you know?

Less travel time means more availability at the work place:

This is how you make optimum utilization of your resources! The productivity loss of your employees is significantly reduced. At the same time, you greatly reduce your travel costs and make a valuable contribution to environmental protection!

Documents and graphics can be processed and exchanged online jointly. Decision-making is clearly optimized, consequently, better work results can be obtained. This offers advantages in time and competition. At the same time, the quality of your work and private life is distinctly improved.

Through synchronized image, sound and data transfer, video communication is ideal for meetings across distances. Thanks to visual communication - gestures, facial expressions, eye contact, body language - information exchange has become more comprehensive and hence more efficient!

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