



CUSTOMER SUCCESS STORY

Energy Group Takes Advantage of Video Communication Technology

From flipping a light switch to running heavy industrial machinery, electrical energy powers a thousand and one things we do everyday without giving them a second thought.

Helping make this possible is AceaElectrabel, a company created out of a joint venture between two leading players in the energy sector: Acea SpA, prominent Italian utility and Electrabel SA, one of the most important European operators, and market leader in the Benelux countries. The company's strategy of expansion at national level and its international dimensions make AceaElectrabel a leading player in the global energy sector.

As a company committed to providing its customers with flexible, innovative and competitive services, AceaElectrabel decided it was time to streamline its communications network and provide its staff with more efficient and collaborative ways of working and exchanging information. In June 2006 it decided to put technology to the service of its internal communications system by implementing video communication systems to improve and accelerate collaboration between remote sites. On weighing up the variety of systems and services on offer, AceaElectrabel were impressed by the professionalism shown by Aethra SpA (www.aethra.com), a leader in the global telecommunications market. After receiving expert advice on the best way to fulfill their requirements, the company chose to purchase the Aethra AVC 8500 superset, a codec solution created by Aethra for customized videoconferencing installations with the aim of offering professional communication, integrating the highest quality audio, video and data.

AceaElectrabel now uses video communication for both operative and directional videoconference meetings involving up to six sites, thereby significantly reducing the downtime required to meet with colleagues located in other operative sites both in Italy and abroad. This reduced necessity to travel has allowed the company to make notable savings both in terms of finances and efficiency.

Staff at AceaElectrabel value all the technical functions offered by the product, which includes delivery of rich media collaboration - with the possibility of connecting to various types of devices (video projectors, PCs, amplification systems, cameras) and a built-in MCU capable of connecting up to 8 sites in mixed mode ISDN and IP.

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