

**Case Study**  
**Using Telepresence at**  
**Xerox Audio Visual Solutions**



“Training via telepresence technology is without a doubt our preferred method of delivering the message,” said Holly Stark, Director of Human Resources, Xerox Audio Visual Solutions. “It’s simple to setup, and of course it saves us time and travel expense. But, also I can deliver the same presentation in the exact same format from my desk that I do in a live, face-to-face training session. It’s more convenient for everyone involved.”

**Making Human Resources more efficient through telepresence.**

Xerox Audio Visual Solutions is a multi-location company with headquarters in Atlanta, Georgia and 10 sales and service offices throughout the East Coast. Each remote office has anywhere from 5 to 35 people. Many of these people are sales or service representatives whose time away from direct customer contact is very detrimental to our company.

Annually, Xerox Audio Visual Solutions conducts at least two Human Resources (HR) related meetings that all employees are required to attend. These could be harassment training, coaching and counseling training, benefits overview, new comp plan introductions, etc.

The cost and time to fly/drive to these remote office personnel to Atlanta twice a year for a two hour meeting would be astronomical and totally impractical. Therefore, the HR Director is required to travel to each location twice a year to conduct these meetings. The “out of pocket” costs of these trips are approximately \$13,000 annually as follows:

Airline Tickets (2 trips to 10 locations at \$425 per airline ticket).....	\$8500
Hotel Room (2 trips to 10 locations at \$125 per night).....	\$2500
Meals (2 trips to 10 locations at \$60 per day for meals).....	\$2000
Airport Parking (20 x \$18).....	\$ 360
	<hr/>
	\$13,360

In addition, this would require the HR Director of a 200 employee firm to be away from the Headquarters and her home for at least 20 days/year to conduct these meetings.

By using telepresence, we not only eliminated the annual out of pocket cost of \$13,360 and wasted travel time of our HR Director, but this now allows us to conduct more than one meeting per topic, per field operation, to allow more flexibility of field people to attend. The benefits and savings of telepresence are significant.

If this seems like an application that would benefit your organization, we will be glad to set up a personal demonstration for you about how telepresence can make your business more efficient and effective.

Daniel G. Boylan  
 President  
 Xerox Audio Visual Solutions

