

Case Study

Using Telepresence at Xerox Audio Visual Solutions



Send your customer a digital
“Thank You” note.

How to improve your customer appreciation through telepresence.

How often do you get to say “Thank You” in person to customers? If you run a multi-location organization like I do, it’s not as often as you would like because our ability to travel to remote customers and establish meeting times with them is usually very limited. Although I haven’t found a total solution for this problem, I have developed an alternative. Since all of our 10 field offices are tied together with telepresence, whenever a key customer visits one of our offices I have the local manager call me on telepresence so that I can see our customer and personally tell them “Thank You”. Making these calls are as simple as making a phone call as each of our remote managers and I have a personal telepresence unit on our desks.

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