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The Challenge

A private Ecuadorian financial services company, providing personal and corporate banking products and services, is using Tely HD Pro appliances and Tely Cloud hosted service from Tely to video conference between offices in different states in the country, reduce travel time, and improve customer service standards.

Already using a variety of video conferencing solutions for their international communications, the bank wanted to add a reliable, affordable system for in-country video calls. For the banking profession, call quality, secure communications and dependable connections are key elements. Cost, simplicity of installation and the ability to use the system without complications or the need for IT support were also important considerations for this organization.

Their investigations led them to Tely. “It was clear from our research that the Tely HD Pro offered the most reliable and highest-quality tool for three-way video calls,” explained Oscar Villamar Llautong, Senior Analyst at the organization. “We have other video conferencing brands within our company but Tely was the winner in terms of affordability, functionality and easy steps to connect and login. It really is a plug and play solution.”

The Solution

To get started, the organization purchased three units, which are deployed in two locations – one in Quito and two in Guayaquil. The video conferencing capability is used for daily activities supporting the many banking solutions offered by the organization, including investment products and PYME, the fund for small and mid-sized organizations supporting entrepreneurship and economic development.

“We hold regular three-way video calls and multi-party conference calls both within our organization and with external users,” said Sr Villamar Llautong. “The performance of the Tely HD Pro appliance combined with telyCloud service is excellent and we are very pleased with the HD resolution.”

Company

Private Bank

Industry

Banking

Location

Ecuador

Product(s)

Tely HD Pro video conferencing appliance and Tely Cloud service





The Benefits

Sr. Villamar Llautong says that the addition of these streamlined but highly functional video conferencing capabilities not only makes day-to-day activities more productive for the company, but also delivers direct benefits for clients. “We are able to provide solutions faster, without the inconvenience and time lost from traveling to different offices. Because the system works so well and is so easy to use, we are able to rely on video conferencing as an everyday tool, without the need for IT support.”

He adds, “For the financial services profession, and for our organization, we think the Tely HD Pro is the best tool ever.”