

Good telepresence case study example

[Business](#), [Company](#)



Question 1: Telepresence Benefits

Based on Cisco's claims, there are a number of reasons why TelePresence should already be used in companies and other organizations. First, it has the capability to increasing employee productivity and collaboration because it reduces the need for employees to travel to places where they need to attend meetings. This eventually results in less wasted time travelling and recovering from fatigue caused by the travels. Another benefit realized through the utilization of TelePresence is that it enables business process transformation making a company closer to its clients. This is done by conducting meetings with their customers regarding products or giving personal responses to queries they have which in return gives them a competitive advantage. Obviously, when meetings are able to be conducted online the travel costs incurred by the company also reduces. Through TelePresence, the company can also achieve an increase in employee satisfaction and retention because their increasing time with their families because of the decrease in their travels eventually improves their quality of life and likewise increases their productivity. Business continuity is another major aspect where TelePresence can help since, even if on emergency cases and when the people needed cannot convene in one location for a meeting, they can still convened to make those important and abrupt decisions online. Lastly, the technology also increasing IT efficiency since the system does not require big hardware to be maintained in order to be set-up.

Question 2: AXA and TelePresence

Since AXA operates in several countries across the world handling millions of customers and provider of financial services. Because of this, it needs a well coordinated and well-polished management of the company across the globe. They wanted a good way of communication across all their offices around the globe and increase connection with the people in order to gain full utilization of the collective knowledge and experience of the employees thus can share best practices. Likewise, they also want to reduce the travel time of their executives thus improving their productivity and contribute to the reduction of carbon footprint.

Question 3: Need for special room for telepresence

AXA needs a special room for the installation of TelePresence to instill a design and a feeling of belonging among the other executive officials abroad because they see themselves as part of the table where the meeting is being conducted, thus AXA is building identical “ TelePresence Meeting Rooms”.

Question 4: Face-to-face interactions vs utilization of TelePresence

The utilization of TelePresence with regards to the organization of work, global in scale at that is very big. With TelePresence monitoring progresses of work is very easy because aside from being able to talk to the employee in charge regarding the project, one can also communicate and make decisions instantly through the system. Though the system, up-to-date situational scenes can be provided to each major player thus necessary adjustments can be immediately made.

References:

TelePresence Case Study: How Virtual Meetings Provide Substantial Business Value and User Benefits (2014). Retrieved from http://www.cisco.com/web/about/ciscoitatwork/collaboration/telepresence_benefits_web.html