

Case Study

TSB

Challenging the status-quo for a Challenger Bank



Need for a robust solution

When Britain's first major new high street bank for decades launched recently in the resurrected form of TSB, they promised to provide a fresh new way of doing business with their customers. And when it came to how they work, they needed the same.

With a requirement to enable flexible audio and video communication in meeting spaces via audio and video conferencing, manage and create room bookings for each meeting space and integrate with their existing web booking platform across the new London head office and the group, this was no small task.

A key issue was the requirement to integrate a hardware based room booking system with a standalone web application into a seamless simple user interface.

Seamless integration

Needing a robust solution, they looked to Fitzpro to design, deploy and maintain a host of technologies that create a technology mesh around the requirements.

An AMX DGX video and audio matrix system was installed to manage all video, audio & control signals around the Gresham Street offices and provided the required signals to each location. Each area was controlled via an integrated AMX touch screen panel that allowed users to control every feature in the room such as display, audio level, PC, laptop input, TV and video conferencing all at the touch of a fingertip.

Outside the collaboration spaces, 25 meeting rooms received a custom designed room booking panel which enables users to pre-book, or ad hoc book a free room. In order to make this work the AMX system was customized to integrate with a third party standalone web booking platform. Custom one-off coding was undertaken to provide this feature.

This custom feature has now been pushed across to its new locations such as Bristol Keypoint to provide continuity across the group



Simplicity in connection

The final product is a simple-to-use integrated solution that enables users to meet and work across the building and group in a connected manner. Seamless integration between the onsite AMX room booking hardware and Just Ask web booking platform delivers an intuitive room booking solution, allowing bookings to be made and managed at the touch panels or remotely from a PC.

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By adopting a unified AMX approach and harnessing the power of the award-winning Enova DGX, Fitzpro Ltd have delivered a technological solution for TSB which saves time, resource and energy – now that’s what we call a sensible investment.

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