



Bank Gains Control of their Video Conferencing with an Ultra Secure, On-Premise Solution

The Challenge

Virtual meetings started out as an ad hoc approach as bank employees used a variety of low-cost or free online systems. Every time an employee wanted to deploy a video conference, IT would need to be notified to open and close the network, before and after each conference session, to ensure security safeguards. This resulted in wasted time and frustrations for employees utilizing video conferencing as well as the bank's IT staff. In addition to improving the web meeting process, the bank's management was on a quest to find a better way to perform remote training.

About

The Bank has over 120 employees spanning six locations. Video conferencing was critical for these employees to effectively collaborate with their colleagues working in remote branches.

Competitive Landscape

A formal project team was developed and a comprehensive competitive analysis ensued. They researched and evaluated many popular online, cloud-based solutions. The bank had security concerns, as with these solutions, IT would still have to unblock and block the network connection for employees. Other competitive systems came out-of-the-box with several standard features, which they did not want employees to access, due to other security concerns.

An On-Premise Solution

After evaluating many vendors, the bank determined an on-premise solution would be the ideal fit to adhere to their ridged security standards. This quickly turned into a major requirement - **video conferencing on their network, using their hardware**. Unfortunately, this was not an option with most popular, cloud-based solutions. The bank's current phone provider had a solution, but it was extremely costly. They identified Brother OmniJoin[®] through an internet search and decided to take a closer look at their private cloud web conferencing platform. With OmniJoin's Private Cloud, the solution was installed on the



bank's WAN, so IT had complete control over security and bandwidth concerns. They were able to adjust and set the video quality to work within their network bandwidth.

Implementation and Impact

The OmniJoin Private Cloud is installed just like an application so it was operating in almost no time. The OmniJoin technical support team worked closely with the bank to ensure their Private Cloud solution was running seamlessly. In addition to compliant video conferencing, the on-premise platform admin tools allow for single sign-on, directory integration and reporting dashboards. The bank started with secure, employee web meetings and as planned, management rolled out a remote training program. When it comes to employee education, they use OmniJoin in two ways. First, live video training of the bank's financial systems. With OmniJoin, the instructor is able to gauge student attentiveness through HD video, which helps drive engagement. The second use is through the OmniJoin recording function. Pre-recorded training sessions are stored on the institution's intranet site to assist with employee onboarding. In addition to new hire videos, the bank has developed a video library dedicated to very specific financial processes, for example, how to process a loan application.

Measurable Benefits

- Private Cloud solution complies with strict security standards
- Video quality controls work within network bandwidth
- Cost effective, on-premise application
- Highly secure web meetings without IT involvement
- Solution was also used to support a remote training program including both live, instructor-led training and pre-recorded sessions for an online library

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When it comes to web conferencing, the first step is connecting with one of our experts to better understand your needs. **Learn how to meet smarter!**