

Case Study

CHU Upgrades its Video Collaboration Capabilities with Ricoh



Executive summary

Since opening its doors 44 years ago, CHU has grown to become a leading specialist in insurance underwriting. With policies in place covering almost a million properties, the company's 240 staff service clients throughout the nation.

CHU has a comprehensive portfolio of products including landlord insurance, contents insurance, and both residential and commercial strata insurance. CHU also offers a 24/7 claims and emergency assistance service.

With five offices across Australia, CHU needed to find a more effective, easy-to-use video collaboration platform to support virtual staff meetings. This case study shows how Ricoh helped the company achieve this goal.

Key highlights

- Replacement of existing complex, challenging-to-use video conferencing infrastructure
- Deployment of certified Microsoft Teams Rooms in five locations
- Installation of Yealink video and audio hardware in each room
- Introduction of a simple, easy-to-use control interface
- Integration with Microsoft Outlook to allow easy meeting room bookings



The challenge

Cumbersome, difficult to use video conferencing system

With staff located around Australia, CHU relies heavily on video conferencing tools to support effective collaboration. These resources became particularly important during the protracted COVID lockdowns when many staff were required to work from home.

“Unfortunately, our existing Windows-based Logitech platform was not providing the level of support that we required,” says Paul Sassella, CHU Head of IT. “Staff found it difficult to operate without IT support and connecting with remote workers was unreliable.”

“You really had to know the quirks of our legacy conferencing system. It was far from what you would call ‘plug-and-play’.”

Paul Sassella, Head of IT



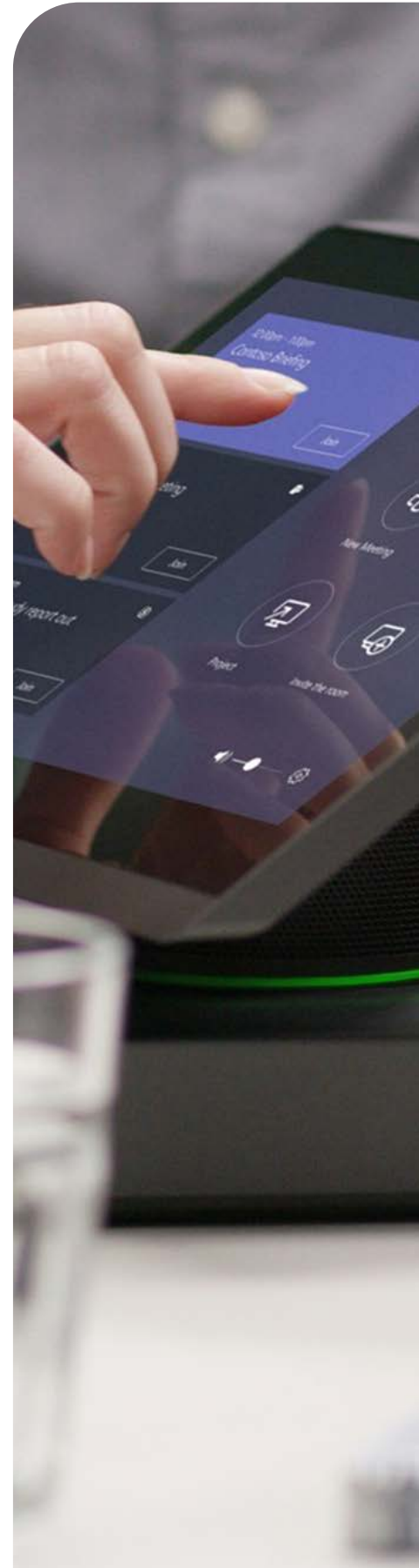
The solution

Microsoft Teams Rooms and Yealink video conferencing hardware

As staff began returning to offices in mid-2022, a decision was taken to find a replacement for the company's existing video collaboration platform. Several options were evaluated to determine what would be the most effective fit for the organisation.

Sassella says that, after conducting a review, a decision was taken to deploy a solution offered by Ricoh. This involved creating Microsoft Teams Rooms equipped with hardware provided by Yealink in each company office.

"Ricoh conducted an assessment of each meeting room to determine the best configuration of microphones, speakers, and video screens," he says. "They then undertook the deployment before handing over the completed infrastructure. The level of support they provided to us was exceptional."



The outcome

Improved staff collaboration and productivity

As a result of the successful deployment of the new Teams Rooms, CHU is now enjoying an easy-to-use, integrated video conferencing platform that streamlines staff collaboration, improves productivity, and reduces the need for business travel.

- **Intuitive user interface**

The new Teams rooms remove the complexity of establishing multi-party video collaboration sessions. A standard and intuitive user interface allows calls to be established quickly without the need for in-depth knowledge of the technology.

"We no longer need to have support from our IT team to get collaboration sessions up and running. Everything just works!"

- **Ability to connect with remote staff**

With a flexible hybrid working model now a permanent strategy for CHU, the new Teams rooms infrastructure allows those working from home to take part in collaboration sessions as easily as their office-based colleagues.

"It has made it much easier for staff to collaborate which helps to boost both efficiency and productivity."

- **Integrated room booking capability**

The collaboration platform has been integrated with Microsoft Outlook to allow easy booking of meeting rooms. This avoids double-ups and ensures staff have access to the collaboration tools as required during their workdays.



Future plans

During the coming year, Sassella says CHU will deploy additional Teams Rooms across its office network. As well as improving availability for staff this will also allow the company to further reduce the amount of business travel that is required.

“Thanks to Ricoh, we now have in place a scalable, reliable, and easy-to-use collaboration platform,” he says. “At the end of the day, it just works, and that is what is most important for us.”



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Learn how Ricoh's Hybrid Workplace solutions can help transform your business for maximum collaboration and engagement.



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