

# Increasing collaboration through technology

## The organisation

One of Australia's most successful industry based Superannuation funds.

## The challenge

In order to increase customer engagement and support a diverse range of members, the client identified the need to create a business centre with updated audio visual (AV) technology to provide a user friendly experience for members from multiple demographics.

As a predominately back office company, our client required an audio visual solution that would support members who required virtual customer service and a large pool of Account Managers located across Australia. Staples identified an opportunity to introduce a long standing audio visual partner, InSight Systems, who provide high quality audio visual integration services.



## The journey

As a long standing office products supplier, Staples had a strong understanding of the client's business and was able to tailor an innovative AV solution that would enable employees to virtually connect with members from a number of locations and attend head office meetings remotely.

The AV solution also required functionality that provided a consistent user experience across small groups, remote members and large scale internal training. This included the ability to connect and communicate with internal employees and staff frequently travelling enabling them to utilise the service regardless of their location.

## The result

In collaboration with InSight Systems, Staples successfully implemented an initial fit out where the successful trial led to a national roll out across Perth, Brisbane, Sydney, Melbourne, Adelaide and Canberra. The AV solution introduced new technologies with a user friendly interface, wireless connectivity and presentation features.

Staples' strong partnership with InSight Systems provided a platform for direct customer and supplier consultation which enabled the client to achieve measurable cost savings and a national maintenance agreement that virtually supports their network.

[www.staplesadvantage.com.au](http://www.staplesadvantage.com.au) | 13 26 44.

### Corporate Restricted

Staples Australia Pty Limited ABN 94 000 728 398 Phone: 13 26 44