



Major Financial Management and Advisory Institution

CUSTOMER SINCE 2002

Customer Overview

This organization is one of the world's leading financial management and advisory companies with offices in 36 countries and total client assets of approximately \$1.3 trillion dollars.

Speech Privacy Rollout

With an ever changing economic environment, this company is re-designing and implementing less expensive branch offices in the domestic USA. The end result is to provide fewer private offices and more open seating for sales executives and staff. As new branch offices open, expand and/or consolidate there will be no need for private offices to provide to investment councilors or brokers. This new environment presented a complicated challenge to the company on maintaining productivity while providing privacy for employees working in an open environment such as cubicles.

Telaid suggested its Speech Privacy System to provide the privacy required to service such a business need. Skeptical as most sophisticated clients are with new technology, only a small area of the open seating was equipped with the Speech Privacy solution. They wanted to be able to ascertain the effectiveness of the product in solving the privacy and noise concerns which decreased employee productivity. Two days after opening day of the new office, the company requested the Speech Privacy System be expanded to cover the entire office. This was a result of many brokers without the system in their work areas complaining profusely.

Results:

The system was a complete success for solving the privacy and productivity concerns of the customer at a very reasonable cost. The company achieved its desired result of building out a new office at a reduced cost. The branch manager was able to provide an environment that allowed employees to be more productive and provide speech privacy for confidential information transmitted verbally via the telephone or face to face conversations. Additionally, the customer is now in compliance with the U.S. Government's Privacy Protection Laws (GLBA and HIPAA) for all financial organizations. Overall, the return on investment was immediate for the customer and Speech Privacy is now a standard for all office builds moving forward.

About Telaid

Telaid is a leader in providing national IT and network infrastructure design and support to some of the nations largest companies. Telaid's 24/7 nationwide coverage to over 50,000 plus client locations in all 50 states supports the delivering of a variety of technology solutions including Structured Cabling, Data and Voice Network Services, Audio Video Communications and Monitoring, Speech Privacy and Productivity Improvement Systems, Hoot and Holler and Paging, and National Project Management and Rollouts.