

Financial Expertise Anytime, Anywhere

For Washington Mutual, SOLUTIONZ video conferencing provides financial specialists in all places at all times

The Company

Washington Mutual, now part of JP Morgan Chase, is a national provider of financial services.

Known as the bank for everyday people, Washington Mutual focuses on middle-market customers, with the approach of providing customers with what they value and making it easy for customers to do business.

Washington Mutual provides a variety of financial services, including retail banking, home loans, commercial lending, and card service.

The Need

Washington Mutual came to SOLUTIONZ with multiple needs and a demand for high quality solutions.

Due to the nature of their business and their extensive branch locations, Washington Mutual needed their branch offices to be able to communicate with their corporate headquarters without the need for travel. They also needed department specialists to be able to train other employees and be able to meet with clients nationwide, regardless of their location.

The Solution

SOLUTIONZ reviewed the list of needs provided by Washington Mutual and consulted with them to design a variety of solutions to fit their needs.

Solutionz provided Washington Mutual's headquarters with fully integrated high definition video conferencing boardrooms, complete with plasmas, codecs, cameras, speakers, microphones, touch panels, and more.

For Washington Mutual's larger branch offices, small, medium, and large sized rooms were integrated with smaller scale replicas of the headquarters' video conference boardrooms. In the smaller branch offices, Solutionz provided mobile, cart-based video conference systems that could be rolled from office to office.

A select group of executives also received video conference desktop systems.

The Benefits

Washington Mutual saw an immediate benefit with their video conference integrations. One of the greatest assets was having a specialist in all places at all times, without being forced to having one in each branch office. These specialists' time were able to be used more effectively to consult with clients nationwide and to train a number of employees in different locations at one time.

Washington Mutual also saw a significant decrease in their corporate travel expenses, as well as an increase in productivity due to the amount of time and money saved from executives no longer having to be out of the office due to business travel.



CHALLENGE

A solution that would provide inner corporate communication and would capitalize on financial specialists expertise for training and client consultation

DECISION

SOLUTIONZ custom integrated video conference boardrooms, conference rooms, mobile systems, and desktop systems

RESULTS

Enhanced inner corporate communication and collaboration; extended financial specialist client consultation and employee training; hundreds of hours - and hundreds of thousands of dollars - saved annually; less travel time and costs expensed; enhanced business results



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