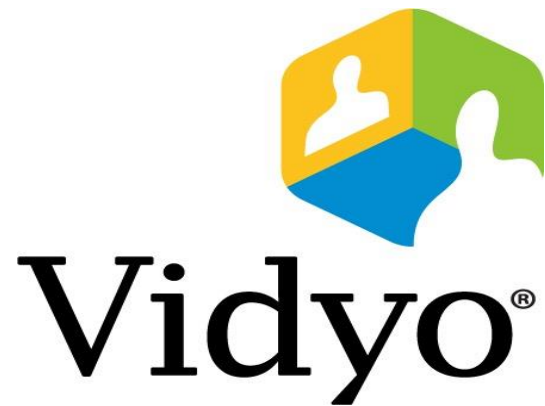




视频提升全媒体交互业务体验

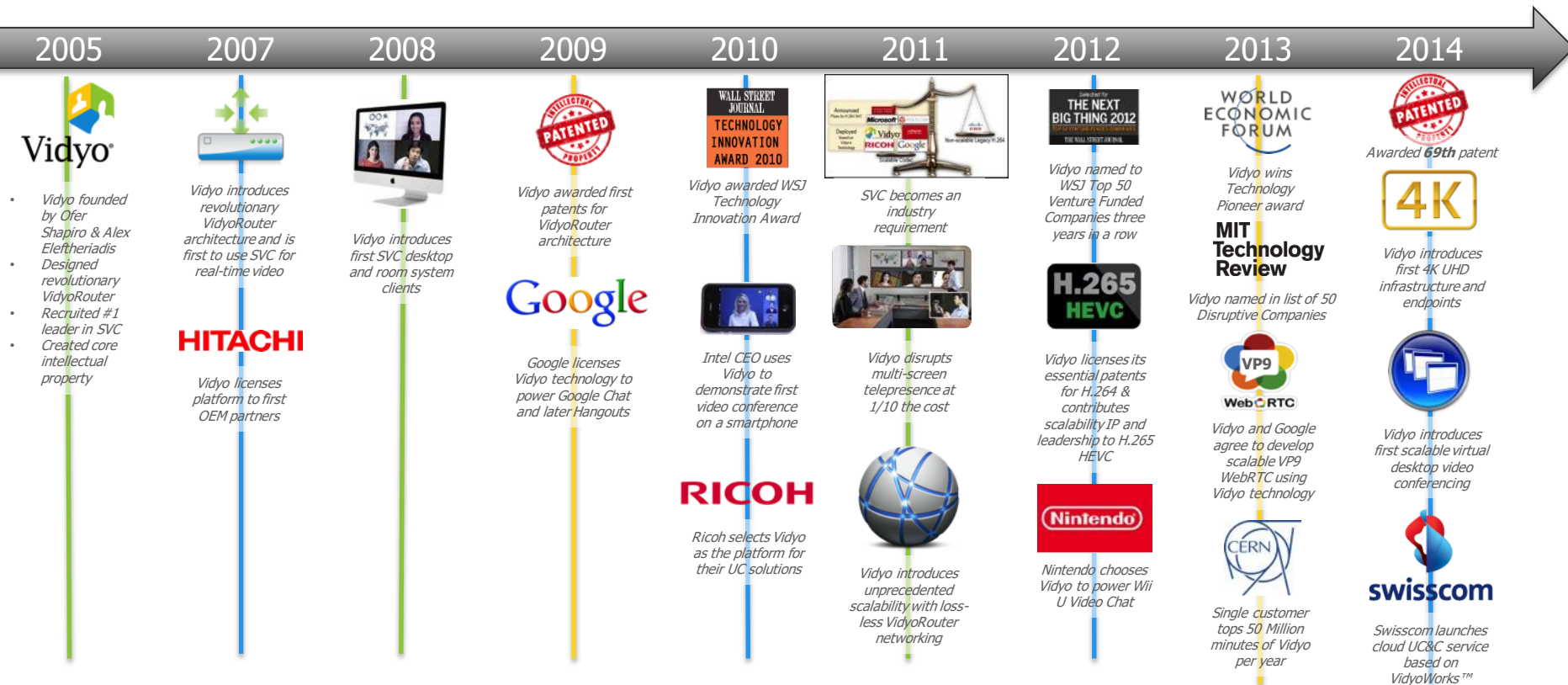
Richard Li



Vidyo – 视频通讯行业的创新和领导者



超过3,000家企业、政府、健康、医疗和运营商客户





应用平台

合作伙伴

- 150 + 开发合作伙伴
- 300 + 分销商
- Google, 理光, Philips, 小米, 阿里巴巴, Bloomberg



现有客户

4000+ 客户

- 50 + 运营商
- 金融、医疗、教育、政府
- 巴克莱银行、美洲银行、欧洲核子研究所



行业创新

- 100+授权专利
- 颠覆视频行业的软件架构。
- WebRTC V9扩展, H. 265

Vidyo 推动着视频通讯的创新



世界经济论坛

WORLD
ECONOMIC
FORUM

Vidyo wins 2013

Technology Pioneer award

2013年Vidyo赢得年技术先锋奖



Vidyo®

Google

CORNING

amazon

nest™

SPACEX

Square

IBM

Aereo



2012年的大事件



Vidyo named to WSJ Top 50
Venture Funded Companies
three years in a row

Vidyo连续3年进入华尔街
日报前50风投公司名单

MIT技术评论

MIT
Technology
Review

Vidyo named in 2013 list of
50 Disruptive Companies

2010年华尔街日报技术创新奖



Vidyo Technology creates
an Economic Disruption

Vidyo技术具有颠覆性

2013年Vidyo在50个颠覆性公司名单里¹ [10 Tech Companies Proving Innovation Isn't Dead](#), 4/23/2014

workflows 合作伙伴

PHILIPS
Healthcare


emis health

NICE
National Institute for
Health and Care Excellence

 **Cerner**

EPIC

开发者 合作伙伴

ROUNDS
VIDEO CHAT. AS IT SHOULD BE.

Google

Nintendo

RICOH

 **fuze**

运营商合 作伙伴


Singtel


T-Mobile

 **swisscom**

 **TURKCELL**

可穿戴 合作伙伴


SAMSUNG

METRIX  **HEALTH**


VUZIX
View the Future


healthspot

满足视频协作的各种需求



视频会议™
企业通信& 协作



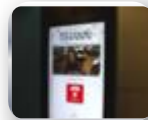
客户互动
新增客户 & 保留老客户



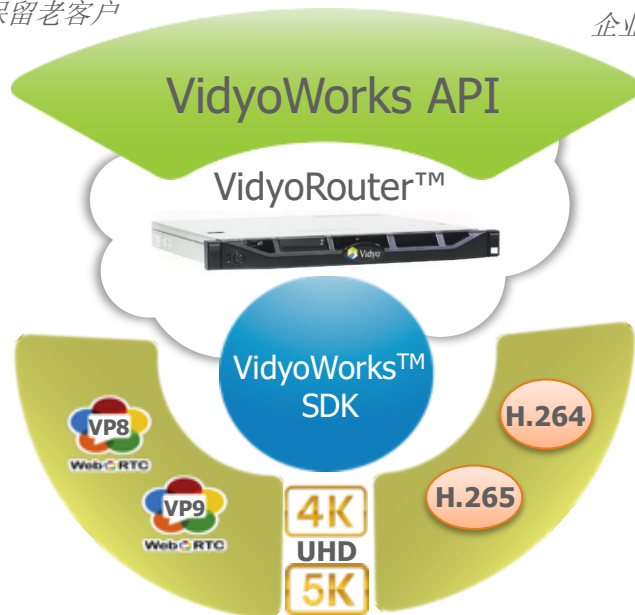
workflow集成
交易系统, 电子病历, ERP



客户应用
企业应用的实时视频



物联网
电子亭, 可穿戴, 无人机.



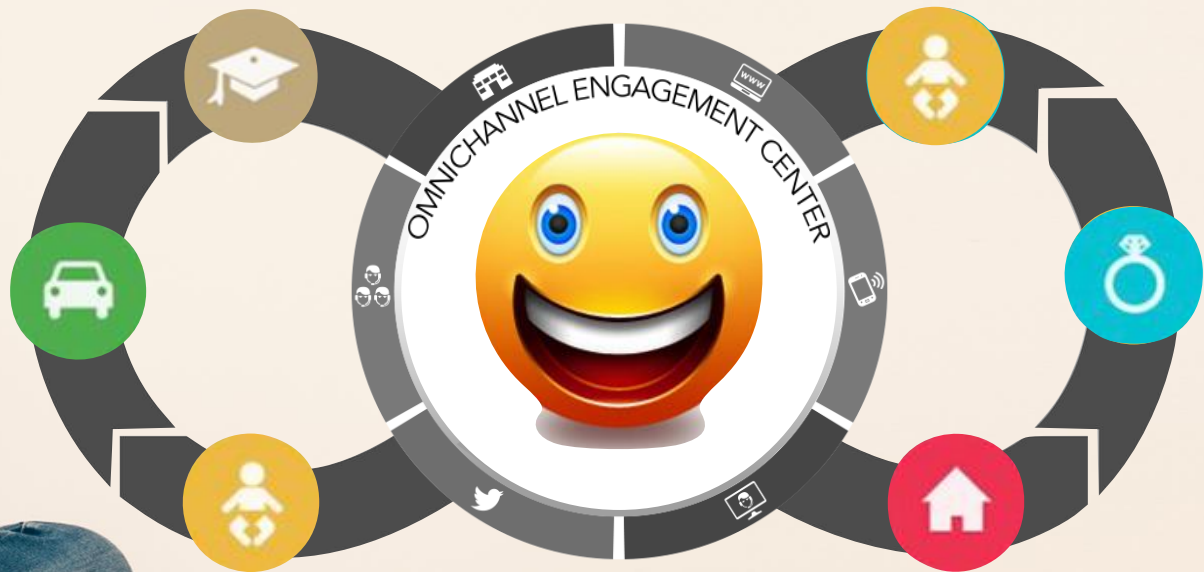
广泛的适应性
(设备和网络)

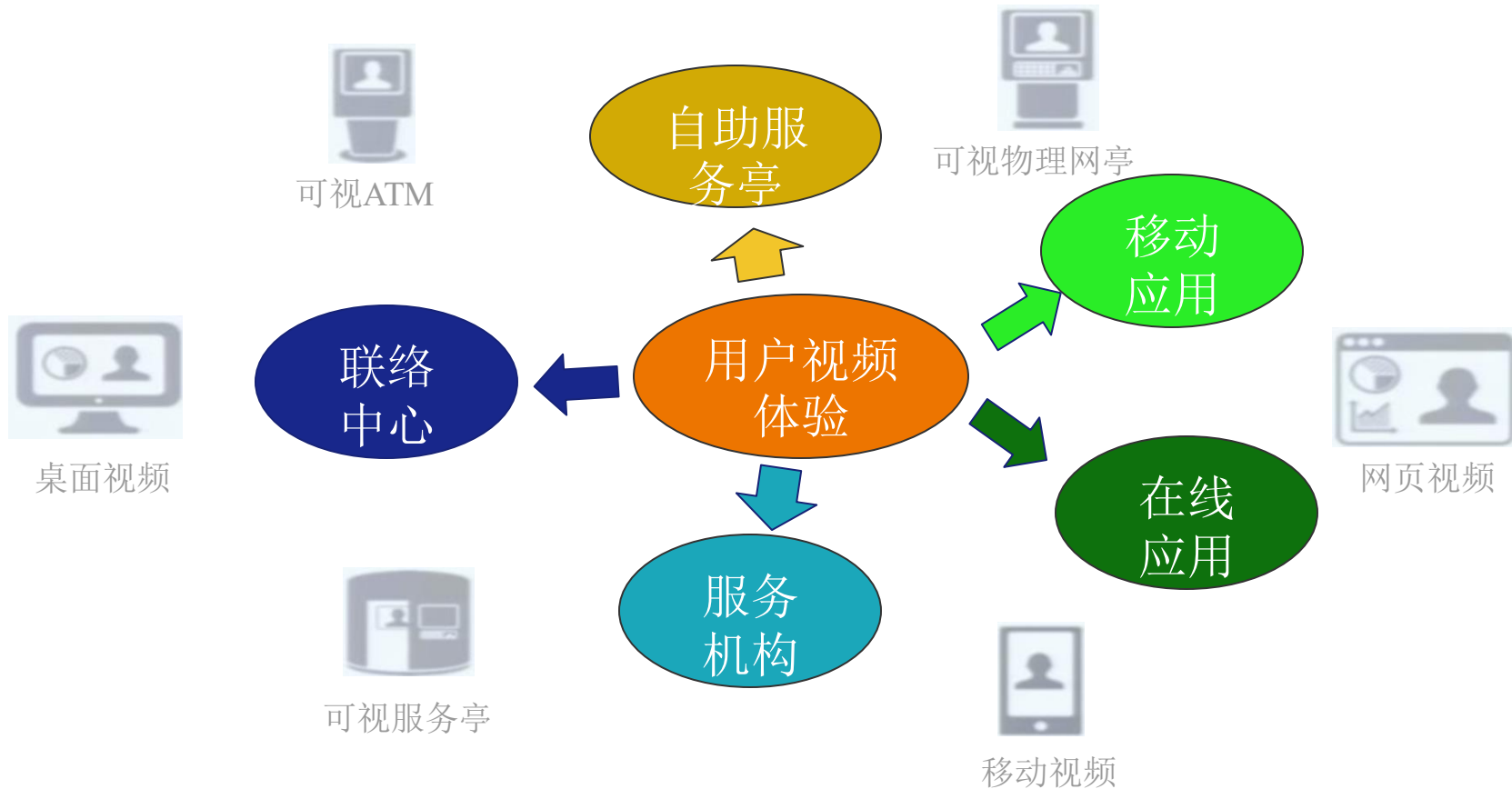
经济实惠

开发的接口

高品质









Vidyo 解决方案-智能路由

VS

传统 解决方案 - 全编全解

Vidyo如何帮助金融服务机构？

选择vidyo的金融服务机构



Bank of America



BARCLAYS



Merrill Lynch



BNY MELLON



Liberty Mutual

COWEN
AND COMPANY

BESSEMER TRUST

Bloomberg

COATUE

SchoolsFirst
FEDERAL CREDIT UNION



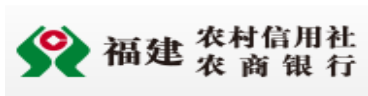
Jane Street

Pershing
A BNY MELLON COMPANY

nycm
INSURANCE



OLD
POINT
NATIONAL BANK



ICICI Bank



CapitalOne



CONSUMERS
CREDIT UNION
Your life. Our commitment.

HDFC BANK
We understand your world



嵌入您现有的银行互动业务中



网络版银行服务界面



客户当前的用户平台

Global Bank

CHOOSE: PERSONAL ▶ Online Banking | Checking & Savings | Credit & Prepaid Cards | Mortgage | Loans & Lines | Investments & Wealth Management

Online Banking
Less bank time, more fun time.
Learn More ▶

Connect with our representative...

Arizona State University Selects Vidyo to Enable...

FlexPoints go farther.
Learn More
Earn award travel fast with FlexPerks® Travel Rewards Visa®.

Repair, remodel, relax.
Learn More
Enjoy competitive low rates with a Home Equity Line of Credit.

Log In Find a Location
User ID
Online Banking
Log In
Login Assistance
New to Online Banking?
Get Instant Access ▶
Homes come in all shapes and sizes. So do our refinancing products. »
Get up to \$100 Yours for savings with S.T.A.R.T. Conditions apply. »
Open an Account ▶

Content Progress Indicator

Content Pause

Advanced User Settings

User Video Communication

Configuration Video Chat

Three models for video banking are currently being rolled out

Intelligent Teller Machines (ITMs)



Best fit for bpost bank (TBC)

Illustrative examples

- KBC new locations (BE)
- Bank of America (US)
- Various regional banks in US
- TEB (Turkey)
- Banco Popolare di Bari (IT)

Branch Video Banking



- Nationwide (UK)
- HSBC (UK – pending)
- Bank of America (US)

Mobile Video Banking (incl. PC)



- Barclays (UK)
- BNPPF James service (BE)
- Livebank24 via ING and mBank (E-Europe)
- Nationwide (UK – pending)

Source: Principia Nova Research

银行超融合通信 - 全员坐席



呼叫中心语音/视频
坐席



统一路由
互联互通

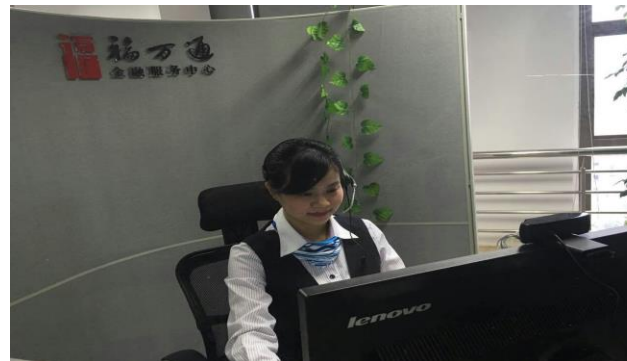


UC 专家

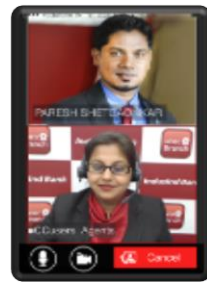


互联互通

Vidyo's solution



- 视频分行服务
 - 全委托
 - 全业务
 - 全天候
- 服务模式
 - 柜面系统做为客服应用系统
 - 全媒体统一路由



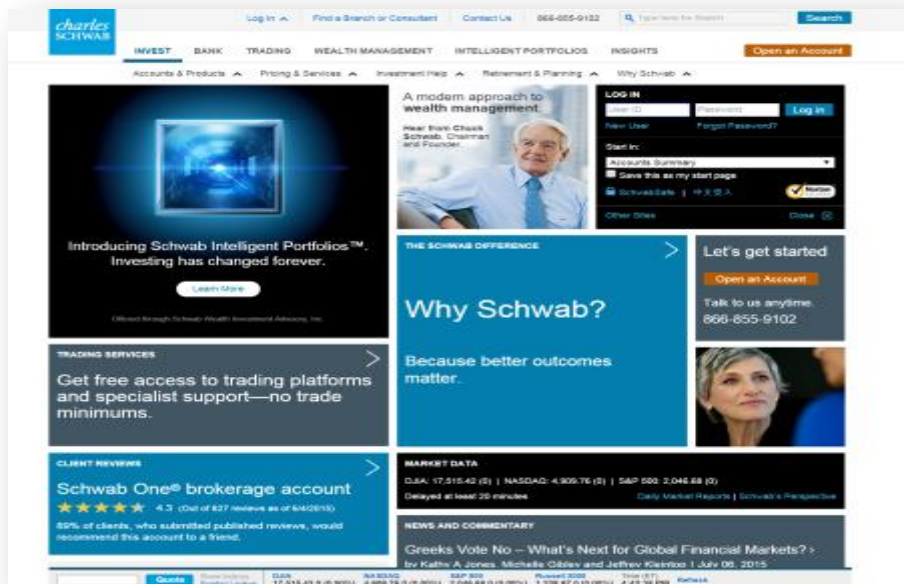
“IndusInd Bank 始终追求创新的反馈形式，不断提高客户使用舒适度，为我们持续扩大的客户群提供最先进的服

务，” IndusInd Bank 执行董事兼首席执行官 Romesh Sobti 如是说。“我们设立的视频分行‘面对面’网上银行客户服务，由 Vidyo 研发，将是银行业发展的下一个新领域。能够让分行经理和集中银行服务更贴近我们的客户，让我们与客户间的互动交流更进一步。VidyoWorks™ 是唯一达标的解决方案，无论身在何处，使用何种网络何种设备，都能保证高质量的通信连接。我们愿为客户倾情奉上 VidyoWorks 使用便捷的超高品质服务。”

- 印度创新零售银行
- B2C 策略项目，大规模全国性广告宣传活动
- 在线零售视频银行自 2014 年夏季开始部署
- 每日通话 1,000 次，超过 65% 的重复使用率
- 以重要客户和新客户为目标。在线体验属于关键优势，应当重点关注。
- Vidyo 凭借其灵活的 API 平台，以及对客户设备与网络的支持能力成功获选



视频



面临的挑战

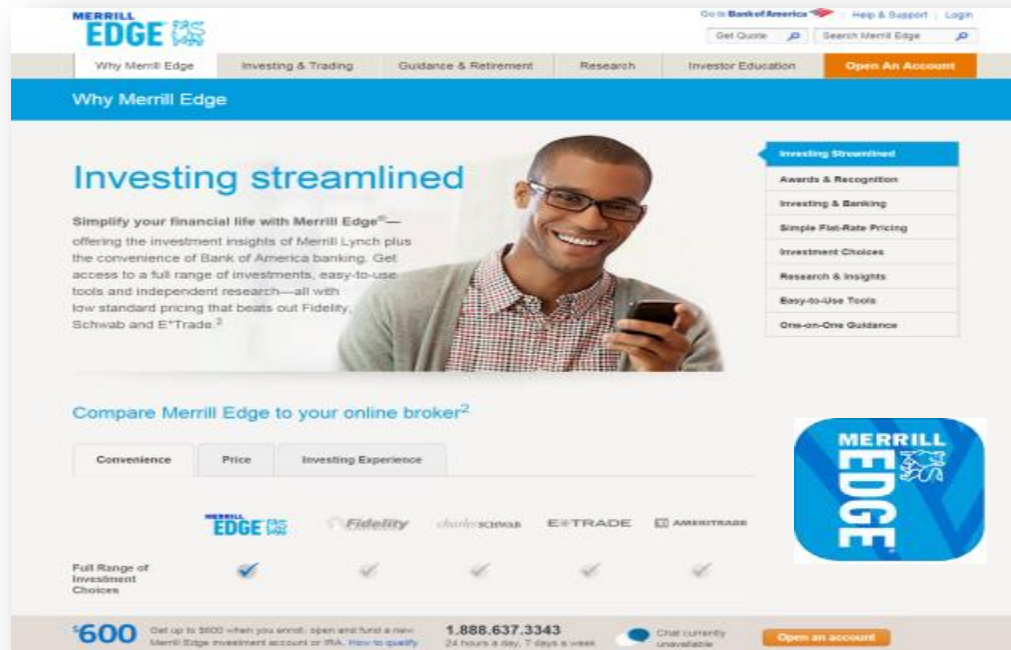
- Charles Schwab 面临竞争压力, 迫切希望能够为其客户和内部用户提供价值更高的增值服务, 以及更加多样化的通信体验
- 为 16,000+ 分布式用户提供 HD+ 桌面可视化协作
- 解决方案应具有现场部署、可扩展的特点, 且能够满足 Schwab 的各项需求, 包括可兼容性与合规情况
- 解决方案须允许自定义设置, 以满足未来使用情形

公司概况

- 员工人数: 16,000+
- 办事处总计: 1,000+
- 2014 年收入: 60 亿美元
- 市值: 380 亿美元

Vidyo 解决方案

- 分布式 VidyoConferencing™ 结合 Vidyo 虚拟平台
- VidyoWorks API
- 专业服务 PS



面临的挑战

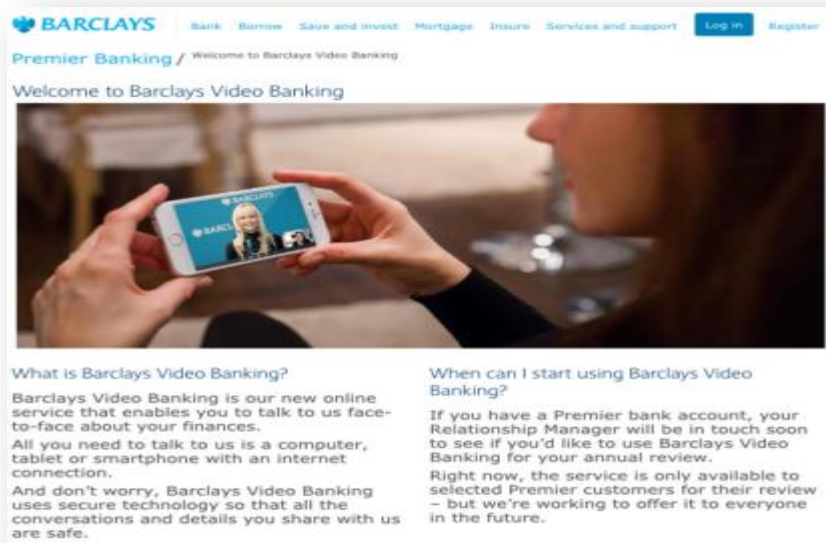
- 要将面对面视频与财富管理 ML app 集成到一起
- 与原有视频 (cisco) 集成
- 并未能在现有供应商中找到合适的解决方案, 使扩展能力、质量与灵活性达到期望水平。而 Vidyo 满足了所有要求, 在 H2 2014 中获选。
- 在线解决方案于 2015 年夏发布

公司概况

- 员工人数: 160 000
- 办事处总计: 世界范围
- 2014年收入: 美国银行排名第二

Vidyo 解决方案

- Vidyo 基础架构
- API
- 用于集成移动应用的 API 平台和 ATM 集成
- 可扩展、性能可靠、B2C
- 用户体验 (客户)
- VidyoGateway



首家提供面对面视频银行服务的英国银行

“55% 的 Barclays 视频银行客户表示，今后会更青睐以视频方式与银行通信”

- 战略性零售银行转型项目。由首席执行官带领。适用于移动设备及网络客户端的大规模在线视频银行。
- Vidyo 在 2014 年年中的第 1 阶段中获选，第 1 阶段部署始于 2014 年 9 月（从获选到部署间隔 4 个月）
- 第 2 阶段，2015 年 5 月：Vidyo 现已正式成为 Barclays 面对面视频平台，将部署至上千家代理商（H2 2015 - 2016）
- Vidyo 能够在众多现有供应商中脱颖而出，皆因 Vidyo 的客户体验水平、产品可靠性、扩展能力、安全实施等指标均达到期望水平，并且能够提供灵活的 API 平台，打造完备高效的集成体系



自助消费贷款亭



<http://pan.baidu.com/s/1bpA0OUF>



250+ Global Interactive Services Customers



Deployments Spanning 44 States and 21 Countries



集成方案:

- 移动端
- 会议室
- 电视墙



如何设计视频银行

视频银行的目标

If Video Banking for customers is moving from an informal means of contact into a business like context – what would this mean?



Video

Key Needs

- Cater to as many customer situations as possible
- An understanding of the impact on technology infrastructure
- Security as a core of development



视频银行 – 新品牌



Barclays Video Bankers:

- Variety of backgrounds: Branch Premier Telephony, Business Telephony, Outbound Specialists
- Video Bankers offer a true Omnichannel approach
- Video Banking service joins methodologies and technology that existed in separate "Channels"

如何实现视频银行？

人员、技术和流程



- User interface needed to focus on ease, and the ability to focus of the customer
- The environment had to provide a good customer experience
- Colleagues had to be ready to deal with a different medium
- Attention to our standard control, rigor, and quality control processes

如何实现视频银行？



- Custom Training for Video Bankers:
 - Camera Skills
 - Transition from voice to video
 - Poise and Body Language
 - Customer Focus
- "Real World" Training utilizing the technology



现在

info.vidyo.com

HD Video Conferencing | Video Collaboration | Telepresence - Vidyo

Vidyo - Contact Sales | Get Answers to Questions from Video Conferencing Experts



Contact Sales

How Can We Help?

If you have questions related to video conferencing, our team of video collaboration experts has answers. Please complete the form and a Vidyo representative will contact you shortly.

Other Ways to Contact Us

United States, Canada, Latin America

Phone: +1-866-99-VIDYO (84396) or +1-201-289-8597
Email: info@vidyo.com

Asia Pacific

Phone: +852 3478 3870 (Hong Kong)
Email: apac@vidyo.com

Europe, Middle East, Africa

Phone: +33 (0) 488 718 823 (France)
Email: emea@vidyo.com

India

Phone: +91 124 4111671
Email: india@vidyo.com

Talk to a Video Conferencing Expert

First Name *

Last Name *

Company *

Job Title:

Work Email:

Phone Number:

Country:

Company Size:

Industry:

☐ I am a reseller interested in selling Vidyo Products

☐ I am a developer interested in Vidyo enabling an application

How can we help?

GET STARTED

未来

The screenshot displays the Vidyo website interface. At the top, the Vidyo logo is on the left, and navigation links for Company, Partners, English, and 1,866.99 VIDYO are in the center. On the right, there are buttons for FREE TRIAL, SPECIALS, and CONTACTSALES. Below the header, a blue bar contains links for CUSTOMERS, SOLUTIONS, PRODUCTS, SUPPORT, and RESOURCES. A secondary bar offers Solutions by Business Challenge and Solutions by Industry. The main content area features a 'SOLUTIONS' section with a 'Drive Your FACEBOOK ONLINE SERVICE' headline. A large, dark grey 'Live assistance' overlay is centered on the screen, prompting users to 'Choose how you'd like to get in touch, or send us an email'. This overlay contains four options: 'Call us' (with a 12 min wait time), 'Web chat' (marked as available), 'Send message' (marked as available), and 'Video by Vidyo' (marked as available). The overlay is powered by Genesys. To the right of the overlay, a vertical sidebar shows two agent avatars, a search icon, and other utility icons. A 'Request a Demo' button is visible at the bottom left of the page.

vidyo.com

Company Partners English 1,866.99 VIDYO Blog

Vidyo®

CUSTOMERS SOLUTIONS PRODUCTS SUPPORT RESOURCES

Solutions by Business Challenge Solutions by Industry

SOLUTIONS >

Drive Your FACEBOOK ONLINE SERVICE

Vidyo enables rich customer interactions through video presence and self-service immediacy that your customers demand.

With the Vidyo Web, face engagement to make online customer service.

Start Your

Request a Demo ▶

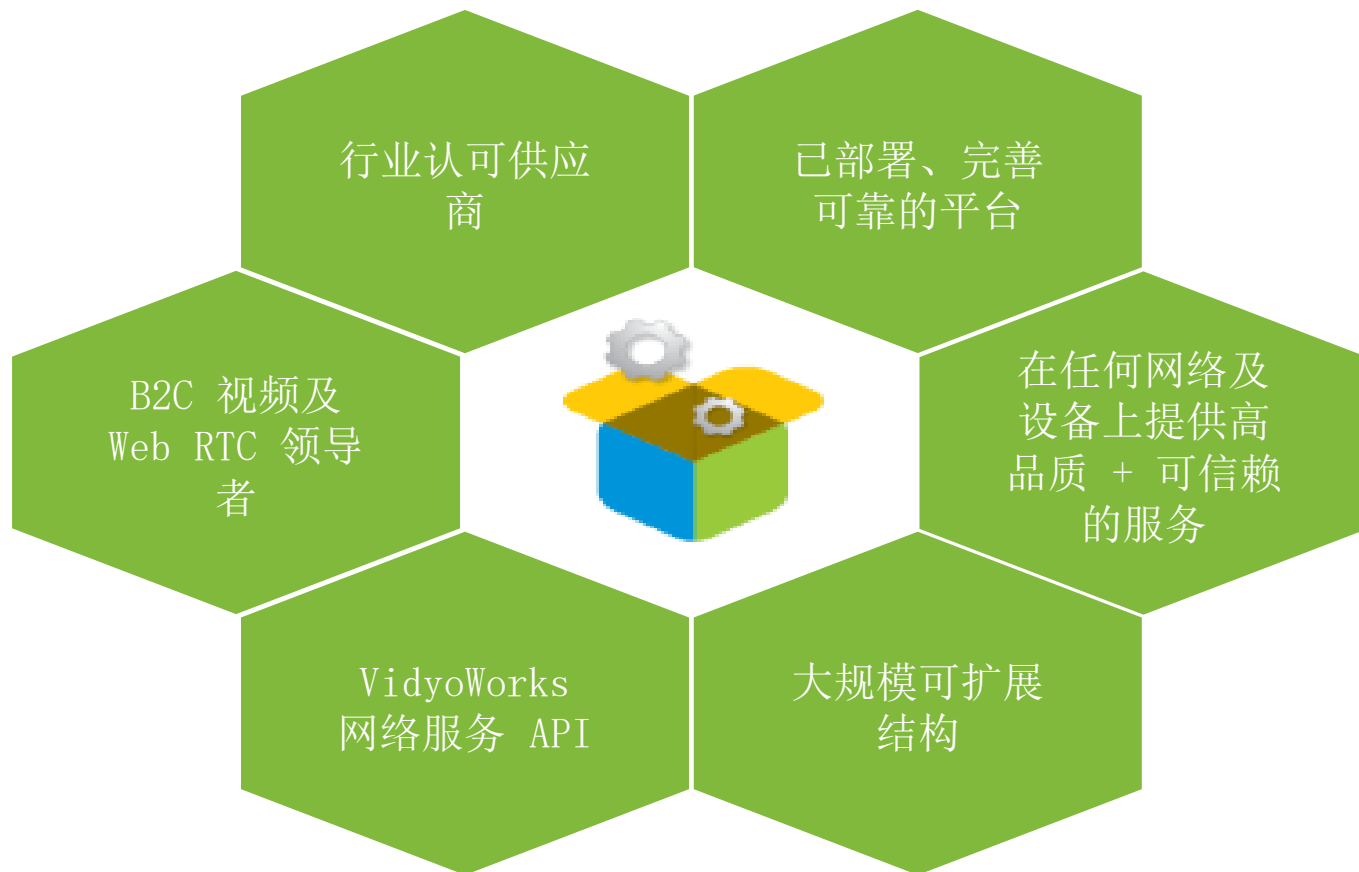
Live assistance

Choose how you'd like to get in touch, or send us an email

Call us	Web chat	Send message	Video by Vidyo
Wait time 12 min	Available	Available	Available

Powered by Genesys

Vidyo 是您当前最安全的选择



Vidyo 也是您未来最安全的选择





Thank You!

