



Press Release

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Western Union installs 300 Avocor displays

The Avocor displays come with Intel OPS Compute running Microsoft 365 in conference rooms, huddle rooms and some executive offices across two buildings in Denver, Colorado.



Operating in more than 200 countries across the globe, Western Union is a global leader in cross-border, cross-currency money movement – and one of the world’s most recognised and trusted brands. The company’s history of innovation goes back to the 1800s when it helped forge the world’s communication infrastructure with a unified and efficient telegraph system. As it continues to develop new ways to send money through digital, mobile, and retail channels, Western Union is as determined as ever to stay on top of technological innovation, and Avocor’s information displays are enabling its employees all over the world to communicate and collaborate in the most effective and efficient way.



Tom Oriel, Western Union's IT manager for messaging & AV, said: "Employee collaboration is a top priority for us. As an international company, it's difficult to work hand in hand with coworkers when you haven't met them, but Avocor is really helping bring us all closer together and work at peak efficiency. Currently we have Avocor displays with Intel OPS Computer running Microsoft 365 in every conference room, huddle room and some executive offices in Denver, with more than 300 displays between our two buildings. Wherever a meeting takes place that has a connection – we want an Avocor. Being able to put a face to the name is great and fosters comradery and teamwork. We have integrated the Avocor collaborative displays in every part of the business. We currently have them installed in regional offices in India, Manila, Singapore, Costa Rica, Hong Kong, Lithuania, New Jersey and San Francisco. The feedback has been great and we now plan to integrate Avocor into all our offices globally."



Western Union tried displays from a few other manufacturers before settling on Avocor. One of the challenges it faced is the Denver offices are designed with the windows facing the screens. The Avocor displays feature a matte finish that drastically minimises glare. Another factor in selecting Avocor displays was the unmatched touch responsiveness that kept meetings moving – participants didn't lose momentum. Additionally, Western Union standardises on Zoom Communications software as well as Huddly cameras for videoconferencing.

Because both Zoom and Huddly are Avocor strategic partners, the software and hardware had been tested and optimised to be seamless together. It was a snap for Western Union employees to begin enjoying advanced video conferencing as soon as they took the Avocor displays out of the box.



“Another great thing about Avocor is that there’s really no steep learning curve,” said Oriel. “Basically, with Avocor you join on the screen and that’s it. We’ve also made a few adjustments in our meeting room by disabling the volume buttons. A group meeting would put the volume on low and then the next group would have to call IT when they couldn’t hear anything.”

The ease of use and ease of connection with Avocor has also solved one of the most nagging problems of collaborative meetings in the past – having meetings start as expected and function. Before Avocor, said Oriel, there might be five or six minutes of set-up before each meeting. Now it’s instant.

Western Union has seen real improvement in employee efficiency, creativity and teamwork. “You see more people than ever standing by the screen working together, and now that’s shared across all the international offices. Our decision to go with Avocor was based on functionality, and we’re delighted that we made the right choice,” said Oriel.

Equipment list:

Meeting and Huddle Rooms:

- Avocor AVF-6550
- Avocor OPS running Windows 10
- Zoom Rooms
- Huddly IQ camera

Large Conference Rooms:

- Avocor AVF-8650
- Avocor OPS running Windows 10
- Zoom Rooms
- Huddly IQ camera
- Crestron TSW control, Crestron NVX