

Accelerating Growth Through Improved Collaboration

Cisco WebEx provides platform to enable Sanlam to expand business at lower cost and greater efficiency.

Customer Name: Sanlam

Industry: Financial Services

Location: South Africa

Number of Employees: 8000

Business Impact

- Improved productivity and communications
- More efficient processes and decision-making
- Savings on travel and carbon



Case Study

Business Challenge

Sanlam is one of South Africa's leading financial services companies, specializing in retail and corporate banking, insurance, pensions, and asset management. Headquartered in Bellville in the Western Cape, the group comprises five businesses, including a centralized corporate division. It has over 300 offices throughout South Africa, Africa, Europe, India, Australia, and the United States. As well as receiving the highest possible "A Rating" against the Financial Sector Charter, Sanlam has won numerous awards for quality, performance, and social impact.

Sanlam's strategy for the future is focused on growth. The group aims to export South African expertise to other African countries where it understands the legal system. Sanlam is also looking to grow market share by strengthening its U.K. and India distribution networks, and developing new insurance, credit, and offshore investment offerings.

To help avoid potential increases, not just in travel and communications costs, but also in carbon footprint, Sanlam decided that it was the perfect time to introduce web collaboration technologies. A key requirement included the ability to share video and content, easily and securely from the desktop.

Solution and Results

Following a successful trial, Sanlam implemented Cisco WebEx® technology, a real-time, desktop-sharing, and conferencing solution. Delivered as a software-as-a-service across a reliable and secure Cisco® cloud infrastructure, WebEx is highly scalable, easy to implement, and requires no upfront investment or additional software.

Cisco WebEx is saving time and money. Sales, investment, and IT teams currently using the solution no longer have to travel between sites or make time-consuming journeys to use video conferencing facilities. Virtual meetings can be arranged easily and quickly; the only requirement is an Internet connection and a phone. Calls are free for participants, whether they phone in or choose the callback option.

Also, because Cisco WebEx provides any content (data, audio, and high quality video), anywhere, on any device, at any time, employees are far more productive. Staff are able to interact and communicate more effectively with their colleagues, for example, by sharing presentations, co-editing documents, or using whiteboard tools to brainstorm online.

WebEx also offers Sanlam a cost-effective future platform for delivering e-learning and compliance training. The sessions can also be recorded for those people who are unable to attend.



"Cisco WebEx is helping to accelerate processes and decision-making for joint ventures, product development, IT and service improvements, and other key areas of the business."

Kamruddin Sirkot

Operations Manager

Information Technology Infrastructure Shared Services

For More Information

To find out more about Cisco WebEx, please go to: www.cisco.com/go/webex

To find out more about Cisco collaboration solutions, please go to: www.cisco.com/go/collaboration