CLIENT CASE STUDY: IDEX

IDEX group, France's third-largest player in the energy market with a turnover of €1,000m, has around 4,000 employees spread across hundreds of sites in mainland France and its overseas territories, and in several European countries.

FIND OUT HOW IDEX MADE MEETINGS MORE EFFECTIVE AND REDUCED BUSINESS TRAVEL WITH THE HELP OF GOTOROOM

Challenge

IDEX is always conscious of the environmental impact of its activities. Because of this, one of the ways it aims to reduce its greenhouse gas (CO2) emissions is to minimise employee's business travel by promoting videoconferencing.

Solution

Before adopting GoToRoom, IDEX used a different video-conferencing solution which was difficult for employees to set up, with an average time loss of 20 minutes before each meeting. As a LogMeIn client for other products, IDEX was offered the opportunity to be the first pilot project for GoToRoom on the French market. The trials were successful thanks to the very proactive involvement of the LogMeIn Europe team. Amongst other things, they visited on-site to install the solution in 3 rooms to test it in different scenarios. After various adjustments and improvements, the GoToRoom kit now meets the business needs. "Some employees have even started using the solution via document sharing and projection without any training" declared Mickaël Canville, who also described GoToRoom as an intuitive and user friendly tool.

It is also worth noting that GoToRoom's Dolby kit has its own built-in touchscreen, so there is no need for an additional tablet. The solution is quick to install (less than 10 minutes per kit), needs less equipment, and provides flawless video and audio quality, according to Idex teams. "No more problems with echoey rooms, it adapts perfectly to the tone of voice of each participant" says Mickaël Canville.

Results

Streamlined unboxing

The package includes 3 boxes; one contains the Dolby kit and its instructions. Another contains the webcam and instructions, along with a connection diagram for the Hub. For Mickaël Canville, installation is comparable to an Internet box, with an installation time of around 10 to 15 minutes.

Meeting room connections

Most kits on the market differentiate between large and small rooms: GoToRoom has the advantage of offering just one kit which can connect any room. This made it possible to deploy 30 kits without needing different configurations for rooms in head office and in branches. According to Mickaël Canville, this is an advantage which makes it easy to act rapidly if the number of users increases.

Video and audio quality

The design of the Dolby kit's sophisticated equipment provides unrivalled high definition video and audio quality. It adapts to room configurations, the positioning of participants and their voices, etc. It can also improve meetings by making them more interactive and dynamic. There are also 400 GoToMeeting licences in use by teams, giving a unified communication experience.

> *"I have to thank the LogMeIn team for their availability and personal support while I was implementing GoToRoom in our company. Questions were always answered very quickly; instructions available in a dozen languages, including French, make it really easy for anyone to adopt this tool!"*
>
> **Mickaël Canville, Application Support Technician, IDEX SERVICES**

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