GCOMM

Cisco Webex
Teams

AGILE WORKFORCE, **UNIFIED COMMUNICATIONS.**

GCOMM uses Cisco Webex Teams™ to enable real-time, agile business collaboration across its global offices and mobile workforce.

Cisco Webex Teams
A new way for employees to create, share and work together

> "The speed of business has dramatically increased. I did not expect Cisco Webex Teams to become quite so integral to our internal communications. It has taken a life of its own and exceeded any of the expectations that I might have had."
>
> **Peter Thompson, CEO, GCOMM**

Multiple tools result in slow and scattered communication

CHALLENGES

- Slow, formal internal and client communications

- Hard-to-follow group discussions

- Double-up or conflicting communication across different channels

With GCOMM's previous communications solution, employees turned to Skype for file sharing and messaging, WhatsApp for chatting, GoToMeeting for remote and mobile meetings, and email for any sort of collaboration, which was the main mode of communication.

This separation of communication sometimes resulted in confusion when it came to team collaboration. The various communication tools that were used didn't form a complete and unified solution, and group email chains proved to be slow and difficult to follow. GoToMeeting, the only mobile meeting solution, was totally separated from all other communications, which at times made it difficult to run a focused meeting. There were multiple pieces of hardware and devices required to operate a voice or video conference, which required a lot of maintenance and steps.

We wanted a solution that is simple and works for everyone

"I wanted the experience for the person on the other end. Whether it was a customer, or a colleague, I wanted them to have a better experience." - Peter Thompson, CEO, GCOMM

As part of its digital strategy, GCOMM is committed to adopting modern communication tools and creating a digital workplace that enables staff to do their jobs more efficiently. The previous disjointed technologies needed to be replaced with a communications and collaboration solution that ensures work is delivered in a usable, coherent and productive way. It was equally important to management that the new solution meets the needs of everyone in the organisation and provides a better experience to those on the other end of communications – colleagues, customers or partners.

OBJECTIVES

- Great customer experience

- Unified communications between colleagues in all branches

- Simple and secure way to collaborate with anyone, inside or outside the organisation

With three offices across two continents and a number of staff working remotely and across different time zones, the ability to stay connected to conversations, projects and discussions can be challenging. What GCOMM needed is a simple, secure space where you can get things done from anywhere in the world.

Streamlining business processes with unified communications

RESULTS

- Centralised overview of conversations, collaboration and communications

- Optimised meeting environment enabling professional collaboration

- Better experience for staff working in the office and on-the-go

"The speed of business has dramatically increased," says Thompson. The ability of people to find answers and information is far quicker. Being able to simply jump into a space and understand the background of the conversation and the participants involved eliminates the need for lengthy catch-up sessions.

The replacement of group emails with spaces is much more effective. Focused groups can continually collaborate over any length of time, both internally and externally. GCOMM uses spaces for internal team collaboration, as well as focused customer and partner communication and project tracking.

"Spaces also become a knowledge base. We have learning spaces for example, so there are groups of people who might have a particular interest in digital platforms or artificial intelligence. We don't continuously talk about that topic, but we build up a library of communication, images and links that people can actively participate in," says Thompson.

Using the Cisco Webex Board, the boardroom meeting experience has been elevated significantly. The simple solution makes it easy to start a meeting on-time, share screens, notes or whiteboards in real-time and have a record of the meeting immediately, without leaving the space. "The Webex Board is extremely popular - the meetings calendar is usually quite full," shares Thompson.

With multiple offices and employees working from London, Belgrade, Melbourne, Sydney and the Gold Coast, it is important to make employees' ability to communicate with their peers reliable and multi-channel capable (chat, voice, video). These essential aspects of the Cisco Webex Teams solution have helped to increase the quality of communication in the organisation and the ability to reach people quickly.
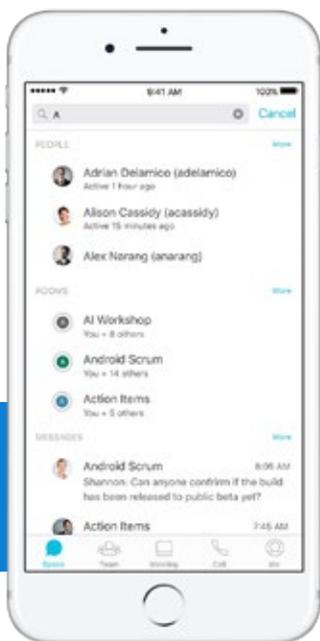
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Learn more at https://gcomm.com.au/voice/cisco-webex-teams/

GCOMM

Connectivity | Cloud | Managed IT Services

20

years in network support
and engineering

8

points of presence
across Australia

8000

business connected
services

500

managed customer
networks

700

TB of protected data through
LiveBackup, a storage and
backup platform

500

business customers
across the country

ABOUT GCOMM

GCOMM provides connectivity, cloud and managed IT services to small, medium and enterprise businesses across Australia. We combine our strong network foundation, engineering capabilities and partnerships with recognised technology vendors to enable our clients to transform their business for the future. Established in 1996 in Queensland, GCOMM has grown to offer a range of technology solutions through a direct and wholesale channel. The company has won several awards and our engineers hold leading industry certifications.

Need help?

Call us on **1300 221 115** or contact your **GCOMM Account Manager.**

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