CUSTOMER SUCCESS



# Webcasting Solution Improves Global Employee Engagement for Belden Inc.

Since 1902, Belden Inc. has been a leading manufacturer of networking, connectivity and software products for enterprise, industrial, broadcast and security markets. The \$2.5 billion, St. Louis-based public company has 9,000 employees on nearly every continent. With such a large global presence, Belden knew it needed a way to obtain its goal of being a world-class company in employee engagement, customer satisfaction and shareholder value. In order for executives to engage with thousands of employees around the world, Belden looked to PGi to provide an intuitive, flawless webcasting platform to power their CEO town hall meetings.

## Connecting Global Employees with iMeetLive®

Already a PGi customer, Belden knew it could rely on PGi to provide a cost-effective solution that would better communicate corporate updates and keep executives in front of associates across its locations in North and South America, Europe, the Middle East and Asia. iMeetLive®, PGi's webcasting solution, has quickly become the standard method of communication for Belden's executives. On a quarterly basis, Belden uses iMeetLive to produce live streaming town halls from the company's CEO to reach over 1,000 global employees during the event. "iMeetLive is far and away the best solution for us," said Michelle Foster, **Corporate Communications Manager** at Belden. Michelle, who is responsible for the production of the quarterly town halls, has seen a dramatic improvement in the quality of these meetings since implementing iMeetLive as Belden's webcasting solution. The company said iMeetLive has produced:



Industry Manufacturer

Headquarters

St. Louis, MO, USA

## Year Founded

1902

### **Solutions**

iMeetLive®, GlobalMeet®

## CHALLENGE

Belden needed a secure, flawless webcasting solution with expansive coverage to connect their disparate teams to their executive for better employee engagement.

## SOLUTION

Belden worked with PGi to secure iMeetLive as their primary webcasting solution for large events and meetings.

### RESULTS

iMeetLive webcasting technology has upgraded Belden's ability to effectively communicate with remote offices, saving on travel costs and upgrading its entire approach to executive town hall meetings.



## The ability to host large, engaging meetings:

With employees all over the world, Belden's ability to connect and engage with all of their teams has been challenging. With iMeetLive, however, the company has been able to connect with the dispersed teams. In these large gatherings, meeting participants rely on the HD-quality video feature that allows them to do much more than listen to these meetings.

"Our employees love to actually see our CEO versus only hearing him. I think this will only continue to help improve our employee engagement." — Michelle Foster, Corporate Communications Manager

### **Reduced travel costs:**

With the ability to these host large web events, Belden has reduced travel costs. Instead of providing international airfare and travel accommodations to meet with employees, the company utilizes iMeetLive to host web events.

"Seeing the ROI from the ability to have the CEO touch every location, live or on demand, has been great. He no longer has to travel to communicate with our global teams."

### Improved User Experience:

iMeetLive combines an easy-to-use interface and offers high-quality audio and video that work seamlessly on desktop applications, regardless of location. From hosting to participating, Michelle has seen the benefits of using iMeetLive for her company.

"Not only is it easy for me to set up these web events, but thanks to the great user experience, employees from all over the globe are asking how they can use iMeetLive in their offices."

#### **Better Employee Engagement:**

The live webcasting has helped Belden turn average town hall meetings into interactive events that are engaging and motivating for participants. During Belden's town halls, the CEO uses the Q&A feature to allow employees the chance to ask questions about company updates like earnings reports. For Michelle, this type of employee interaction is key to meeting their overall goals of improving internal communications and engagement.

# Better Daily Collaboration with GlobalMeet®

For their smaller internal meetings, Belden also relies on another PGi product, GlobalMeet. GlobalMeet is Belden's only IT-approved web conferencing solution, and it has personally helped Michelle to host internal project meetings and training sessions with her teams. With GlobalMeet, Michelle has seen: Faster collaboration, more productive meetings:

GlobalMeet's one-touch dialing feature replaced the cumbersome task of remembering dial-in numbers and passcodes for the business's employees. Through the desktop application and mobile app, remote and in-office employees join meetings easier and faster.

"The consistency of use is a big thing for me. By using GlobalMeet, I'm able to meet with my teams and collaborate faster, making my meetings a 10 on the productivity scale."

### Less Time Wasted:

With employees across the world, finding an easy-to-join meeting solution was imperative. GlobalMeet's Connect Me feature (a softphone option to connect via a user's data connection) ensures that every meeting starts on time, regardless of location. PGi's expansive IP audio network also provides more than 140 local access points and connections to more than 30 telecom carriers across the globe. "Because of the intuitive interface, GlobalMeet makes it easy for anyone to join. It's not rocket science, and I like that," said Michelle.

#### About PGi

PGi is the world's largest dedicated provider of collaboration software and services. We created iMeet®, an expanding portfolio of purpose-built applications designed to meet the daily collaboration and communications needs of business professionals, with solutions for web, video and audio conferencing, smart calendar management, webcasting, project management and sales acceleration. PGi's award-winning UC&C solutions help nearly 50,000 businesses grow faster and operate more efficiently. To learn more, visit us at pgi.com.

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