



Web Conferencing Solution Improves Educational Training for *intoCareers*

Non-profit organization relies on GlobalMeet to provide a consistent meeting experience.

For over 40 years, *intoCareers* has delivered high-quality career information systems to schools across the nation. The non-profit organization's Career Information System (CIS) is a Software as a Service (SaaS) solution that powers more than 35 percent of the nation's state-sponsored schools, including the University of Oregon, Georgia State University and more.

CIS integrates localized information to promote education and career opportunities for students in various states. *intoCareers'* state system operators participate in a collaborative network to assist the primary end users, who are teachers and counselors.

In order for CIS end users to better understand the system, *intoCareers* representatives from across the U.S. host virtual training sessions on the solution. When pricing dramatically increased on their previous web conferencing software, *intoCareers* began the search for a new reliable and affordable web conferencing solution. That's when the company turned to PGI. Susan Roudebush, consultant and Master Trainer at *intoCareers*, said, "The prices skyrocketed for our typical web conferencing solution, and the recording feature became very expensive. We received a GlobalMeet® free trial, and that sold us."

Training across the U.S. with GlobalMeet

In order to continue offering their services to teachers and counselors nationwide, *intoCareers* began using GlobalMeet for all their meeting needs. Susan Roudebush uses GlobalMeet to train the CIS operators. Whether there's a new CIS update, revisions to curriculum or an internal weekly meeting, Susan relies on GlobalMeet to provide a consistent meeting experience. Using GlobalMeet, *intoCareers* has experienced:

Enhanced Training Sessions

From sharing screens and presentations to using video and recording features, *intoCareers* has been able to produce enhanced training experiences for their end users.

"I love how well GlobalMeet handles presentations, and the display of the PowerPoints is much better compared to competitor's products."

— Susan Roudebush, Consultant and Master Trainer at *intoCareers*

Not only does *intoCareers* rely heavily on GlobalMeet's screen sharing and presentation features, but the company also depends on the recording feature as well to ensure all end users are able to learn on-demand.

Consistent Audio Quality

GlobalMeet is integrated with PGI's best-in-class global audio network that virtually eliminates static, echoes and dropped calls. And that is exactly the consistent experience *intoCareers* has each time it uses GlobalMeet. "The audio quality is excellent. We've rarely experienced connection issues or dropped calls like we have with other vendors," said Susan.

Savings on Travel Costs

intoCareers has employees dispersed across Oregon, and many of their employees are remote workers. By using GlobalMeet, remote employees are able to join meetings that would otherwise become costly to attend. Susan lives three hours from the *intoCareers* headquarters.

"It's saved me literally thousands of hours and dollars and allowed 'one less car' on the road countless times."

Premium Customer Service

PGI prides itself on quality customer services. From the implementation process to any technical issues that may arise, PGI's customer support staff aims to exceed expectations.

"PGI's Customer Support Staff have been very responsive when difficulties arise. I've really appreciated their timeliness in responding whenever I have a question."

Increased End-user Satisfaction

The high quality experience that GlobalMeet produces for participants helps *intoCareers* deliver more value so end users receive first-class career development trainings.

"With GlobalMeet, our users just expect seamless training sessions, and that's what they get!"

About Premiere Global Services, Inc. | PGI

PGI is the world's largest dedicated provider of collaboration software and services. For more than 25 years, our broad portfolio of products has served the end-to-end collaboration needs of enterprises. Accessible anywhere, anytime and on any device, PGI's award-winning collaboration solutions drive productivity and teamwork for approximately 45,000 customers around the world. To learn more, visit us at pgi.com.