



Financial Services Firm Teams with GlobalMeet to Drive Collaboration

Global financial services firm streamlines communication and collaboration strategy with GlobalMeet.

For any organization, driving productivity and effective stakeholder engagement requires a tremendous amount of project management, strategy and direction. For a global financial services and technology enterprise, this process requires even more finesse as it relates to the sensitive information being shared, processed and transferred every day.

For this PGI GlobalMeet® customer, with over 9,900 employees in more than 24 countries around the world, their IT strategy had to be meticulously coordinated from start to finish, including taking an in-depth look at how their teams were communicating both internally and externally. Efforts to streamline communication and collaboration strategy weren't just important but were critical factors for project and customer relationship management success.

"For this \$2 billion global financial technology firm, the IT communications strategy required finesse when it came to project management, strategy and direction."

A Virtual Office for a Scattered Team

With over \$2 billion in revenue, this financial services organization needed to implement a collaboration solution that:

- Enhanced audio efficacy to enable meaningful communication across global workstreams and teams

- Allowed for easy access and communication for both external and internal conversations
- Empowered project manager's to effortlessly juggle multiple tasks across different media (PSTN, VoIP, mobile, etc.)

Breaking it Down

In our discussion with a project management leader, he stated, "I use PSTN audio to connect to GlobalMeet which is easy to use and always crystal-clear. The hardest part about my job is that I'm working with so many different internal and external groups. At any given point in my day, there are five action items on my list to complete and five people I must coordinate with to get those tasks done."

Staying on task and connected for this PM was key to his day-to-day. GlobalMeet has been used by the firm for more than four years across their global regions to help drive effective communication and team collaboration. PGI is viewed as a trusted advisor to this enterprise and its GlobalMeet audio and web conferencing product continues to deliver on their end-user needs every time, everywhere.

The Solution

Faced with implementing technology that meets the company's communication needs, this PGI customer leaned on GlobalMeet to support the ongoing collaboration needs of, not only their immediate PM team, but also their global end-users. For this organization GlobalMeet isn't just a

conferencing solution, it has helped drive:

Enhanced Audio Meeting Experiences

Leveraging the power of the GlobalMeet audio network, this firm hosts more effective, meaningful conversations across global regions. GlobalMeet's high-definition (HD) audio capabilities mean the organization's end-users and external stakeholders spend less time straining to understand inaudible voices, and more time collaborating and getting work done.

For this reason, PGI has long provided customers with a premium audio, video and web conferencing experience that is largely predicated upon our dedication to equipping our collaboration software with the latest audio technology on the market. For our IT PM, in a fast-paced, multi-tasked position, it was critical that meetings took place in an efficient way to keep momentum and productivity driving full speed ahead.

Better Collaboration Practices

Too often, whether internal or external, end-users may spend the first five to 10 minutes of a call trying to find the dial-in number, logging into the web browser or downloading software to take part in a web conference. For a global financial firm, time is money and that means a low barrier to meeting entrance is crucial for team and customer meetings.

Our PM customer found that sharing updates and bringing together internal and external groups via GlobalMeet was a seamless experience. The enterprise's global PM team depends on PGI services and solutions to work without spending the time to figure out how to use the technology. For internal team and customer meetings, everyone receives an invitation with a toll-free access number and conference code to connect different stakeholders regardless of their location.

Getting into meetings isn't something that matters until the technology breaks down. For this firm, working with PGI and using GlobalMeet has mitigated the risk of such meeting entry fails.

Project Management

While no two days are ever alike, a day in the life of a global PM can include hosting or attending three to five virtual meetings with five to 10 people on each call. The project management team has meetings that tend to be a mix of internal and external constituents and are primarily phone and/or web conversations.

The ability to save documents in one place for others to download or screen share instantaneously becomes more important when dealing with external groups that are not part of the corporate IT infrastructure. It also streamlines work processes and assists with version control.

"Constant communication is critical and GlobalMeet is my way to get everyone together to move projects forward."

For our financial customer, GlobalMeet has become the collaboration standard for project management and customer communication needs. Instead of relying on one-off conversations and tracking projects via spreadsheets, project management best practices dictate a steady cadence of meetings to keep teams informed and allow for the advancement of projects in a meaningful way.

The ability to clearly communicate across teams enables project managers and other stakeholders to move the business forward while the seamless, crystal-clear audio quality allows for operations and sales team members to interface and share with customers fluently.

Our customer knows to expect the best from PGI's collaboration software and, in keeping with our dedication to quality customer service and easy-to-access technology, we're proud to say we help drive productivity, communication and collaboration for one of the world's largest financial tech firms, every day.

Learn more about how PGI GlobalMeet can help your organization connect today.

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.