



# International Retailer Supports Global Growth with GlobalMeet Audio

For 60 years, an off-price retailer of apparel and home goods has been growing globally. The Fortune 500 Company has more than 3,300 stores in seven countries, three e-commerce sites and approximately 198,000 associates globally. A PGI customer for nearly 10 years, the company has relied on PGI to understand its business and to provide scalable enterprise collaboration solutions for their growing needs both locally and internationally.

PGi and the retailer have a long history of working together. As technologies and priorities have changed, PGI has continued to partner with the company to understand how PGI can help solve technology problems and bring value to the IT team.

In order to maintain a competitive advantage, the international retailer uses Microsoft Skype for Business for some of its conferencing sessions in order to reach their local and international

stakeholders. However, after experiencing limited call capabilities and audio budget challenges, the business knew it needed a pair with PGI to get the most cost-effective solution for global audio coverage.

Additionally, the company needed an audio conferencing solution that would seamlessly integrate with Skype for Business both on desktop and mobile applications. After a large scale pilot phase within the central IT department, the retailer decided to partner with PGI once again to implement GlobalMeet® Audio integration with Skype for Business on a global scale.

## GlobalMeet Audio Supports Global Growth

With a focus on growth, the company is opening new offices and new retail stores around the world and GlobalMeet Audio will be there to make international connections clear and consistent with



### Industry

Apparel and Home Goods

### Year Founded

1956

### Solution

GlobalMeet® Audio for Skype for Business

### CHALLENGE

An international apparel and home goods retailer needed a secure audio conferencing solution with expansive coverage to connect their global workforce with corporate teams and external partners.

### SOLUTION

PGi's GlobalMeet audio conferencing solution was deployed to drive collaboration and connect employees and clients across the North America, Europe and Asia Pacific.

### RESULTS

The company increased their ability to effectively communicate with international clients and internal teams, saved on travel costs for training events and improved their team collaboration process.



more than 160 available local dial-in numbers. For the retailer, GlobalMeet Audio has provided:

### Enhanced Online Meetings

More often than not, web conferencing solutions offer basic features and don't always deliver best-in-class audio. However, PGI, an industry leader in the audio conferencing industry for over 20 years, understands the importance of making conference call connections that have quality you can hear. GlobalMeet Audio offers access options in which users can join a call with dial-in, dial-out or VoIP. This means that connecting participants is seamless and simple.

### Superior Integrated Audio

The solution not only offers security built for an enterprise, but it also adds more robust functionality for hosts, like "Mute All", for better meeting management, all within the web conferencing technology's native interface and controls, cutting down on the confusion for hosts and attendees.

Before GlobalMeet Audio, participants experienced poor audio quality and dropped calls. But, through GlobalMeet Audio's hybrid IP audio and more than 160 local access points, participants can now flawlessly connect across the globe.

### More Value

Thanks to GlobalMeet Audio's global network, the business is hosting virtual meetings instead of spending money on

costly overseas travel. "With thousands of calls every month to various countries, we definitely save a lot on our international travel budget by meeting online instead," said the company's Network Engineer IV, Nicole Richardson. When the company was experiencing an issue with its original audio conferencing solution that only allowed users to dial-in to meetings, costs began to increase. With GlobalMeet Audio's "Connect Me" feature, users have the option for the application call them, with just the touch of a button.

**"I love the ConnectMe feature on GlobalMeet Audio. It's easy to join a meeting without taking on the cost of having to constantly dial in."**

**— Nicole Richardson**

The company has also benefitted from streamlined billing and invoicing. "I would recommend PGI over other vendors because the [billing] process has been much easier," said Nicole.

### More PGI Value via iMeet® Agenday™

Nicole not only uses PGI's GlobalMeet Audio, but she also uses PGI's free smart calendar app, iMeet® Agenday™. iMeet Agenday combines all calendars on a mobile device in one app. Using iMeet Agenday, Nicole has seen:

### Enhanced Productivity

iMeet Agenday's smart notification feature automatically sends a reminder every morning with a summary of your day. The smart calendar app pulls appointments from all synced calendars and not only compiles a summary of the day, but will also send reminders before each meeting. This customizable feature has helped Nicole maintain her productivity in both her personal and work life.

**"I love the fact that I get a morning summary each day, but I also love the ability to customize when I get notifications for my meetings. It gives me peace of mind to have all my appointments and notifications in one place."**

### Increased Organization

Like many knowledge workers, Nicole juggles a number of meetings and projects. With iMeet Agenday, Nicole has been able to aggregate all of her meetings and reminders into one app. "I removed my regular mobile calendar app and replaced it with Agenday into my main navigation. I love being able to access everything I need – both personal and professional – right in one app on my home screen," said Nicole.

## About PGI

PGI is the world's largest dedicated provider of collaboration software and services. For more than 20 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 50,000 customers around the world. To learn more, visit us at [www.pgi.com](http://www.pgi.com).