



Komatsu Mining Corp. Connects Team Members and Tackles Projects with iMeet Central

Komatsu Mining Corp., formerly Joy Global, provides advanced equipment, systems and direct services to the global mining industry. They partner directly with their customers, helping them to achieve zero harm, the highest production, and lowest lifecycle cost for their mining operations. Komatsu Mining's industry-leading product brands include P&H, Joy and Montabert. Their integrated technology, services and solutions are a critical component of mining operations in a variety of commodity markets including energy, hard rock and industrial minerals.

With over 10,000 global employees, the organization needed a reliable, central hub to house their growing number of creative requests and over two-dozen tradeshow per year. In addition, they needed a platform that would drive collaboration and boost productivity for their marketing communications team. KMC turned to PGI's online collaboration workspace, iMeet® Central, to meet their needs.

Streamlining the Process with iMeet Central

In 2015, the company successfully implemented PGI's online project management tool, iMeet Central. With the help of iMeet Central's dedicated implementation team, they have been able to streamline communication within their marketing communications team and report on projects they complete. Komatsu Mining's Creative Manager, Jason Hagg, recently sat down with the PGI team to explain why he chose the award-winning platform:

- **Online Project Management:** iMeet Central offers a smarter way for teams to manage projects and collaborate. With the cloud-based platform, users are able to manage various projects in one central location. With over 17 different types of creative requests (advertising, product branding, etc.), iMeet Central is able to funnel the right request to the right person without the requestor having to know who to contact. "With a staff of 18 on



Customer

Komatsu Mining Corp.

Industry

Mining Equipment

Headquarters

Milwaukee, WI, U.S.A.

Founded

1884

Solution

iMeet® Central

CHALLENGE

Komatsu Mining Corp. needed a scalable, easy-to-use project management and storage platform to streamline creative requests coming into their marketing communications team.

SOLUTION

Komatsu Mining worked with the PGI team to deploy iMeet Central as their online asset and project management tool.

RESULTS

iMeet Central has completely streamlined the project management process for the marketing communications team at Komatsu Mining. They are also able to better manage planning for the organization's numerous tradeshow.



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- **Review and Approve Assets:** Reviewing files and documents comes with ease with iMeet Central. Komatsu Mining is able to route comments and make edits on creative proofs in process, eliminating the need for pesky back-and-forth email threads. This not only saves time, but also ensures team members are organized and productive. It is also an easy means to share and learn of marketing developments (e.g. legal teams requiring a registered mark on a particular machine.)
- **Flexibility:** PGI initially configured iMeet Central for the intake of creative requests across all 17 databases using iMeet Central's database module. With the success of the module, the company expanded its use of the platform and added the project management component to better track progress and workload

across all the databases. In addition, they applied this same process to better track trade show and events projects. They found a process that worked and were able to customize it for many different types of projects for the team. This in turn allowed for easy adoption and customization per team, department and project type. Hagg comments, "We wanted to expand our capabilities in the platform; it meant a great deal that iMeet Central had that flexibility to fit our unique workflows and processes."

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- **Ability to Scale:** iMeet Central has the ability to house numerous ongoing projects at once. Komatsu Mining has up to 10,000 people who are able to submit requests; the marketing communications team completed just over 4,000 of those requests in 2016.
- **Top-tier Implementation and Ultimate Support:** When the company initially began researching online collaboration solutions, they

were blown away by iMeet Central's knowledge and expertise in the space. "After speaking with the PGI team, selecting iMeet Central was a no-brainer for us," Hagg says. The successful partnership took off after contracts were signed, as Hagg continues to praise the team's Ultimate Support model. "They go out of their way to do everything for us. It feels like a great partnership where they are genuinely invested in our success."

Komatsu Mining launched a web-based marketing end-deliverables repository in late April, and they expect volume to increase tremendously in the months ahead. They also hope to bring their customers into the mix during the creative process. "Bringing our customers into the community and making them feel more included and secure while submitting information and details is another high priority for us," says Hagg.

About 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 50,000 customers around the world. To learn more, visit us at pgi.com.