

## Fuller Theological Seminary

### Introduction

This case study of Fuller Theological Seminary is based on a July 2018 survey of BlueJeans customers by TechValidate, a 3rd-party research service.



BlueJeans has allowed staff from all of our campuses a lot more flexibility in how they connect to one another.

### Challenges

The business challenges that led the profiled organization to evaluate and ultimately select BlueJeans:

- Prompted to invest in BlueJeans after experiencing the following challenges:
  - An inability to easily connect their existing video conferencing investments across meetings
  - Too much IT support required for video meetings
  - Poor collaboration across remote teams, external partners, agencies, and/or consultants
  - Limited visibility into meeting status or reporting capabilities across VC platforms
- BlueJeans replaced or was chosen over the following vendors:
  - Polycom
  - Cisco (Telepresence or Spark)
  - Zoom

### Use Case

The key features and functionalities of BlueJeans that the surveyed organization uses:

- Uses the following App integrations with BlueJeans:
  - Canvas
- Invested into BlueJeans because of its:
  - Ease of use (requires little-to-no training)
  - Video quality
  - Audio quality
  - Interoperability with video conferencing room systems
  - Management & analytics functionality
  - Consistent and unified experience across desktop, mobile, and rooms
  - Consistent and unified experience across Windows, Mac, iOS, and Android platforms
  - Ability to work in browsers with WebRTC and no app download required
- Finds value in the following BlueJeans capabilities/features compared to other vendors they have used:
  - Reliability
  - Not needing to be downloaded for external users
  - Ability to manage, monitor, and troubleshoot meetings, rooms and/or events

### Results

The surveyed organization achieved the following results with BlueJeans:

- Agrees with the following statements:
  - BlueJeans helps them improve employee productivity with a simple user experience: agree
  - using BlueJeans helps teams complete projects faster: strongly agree
  - BlueJeans saves them money by consolidating video, audio, and web conferencing costs into a single meetings platform: agree
  - BlueJeans enables them to get more value out of their existing video conferencing systems: strongly agree
  - BlueJeans enables teams to do their best work: agree
- Agrees with the following statements:
  - using BlueJeans to interview candidates helps them attract a modern workforce: agree
  - using BlueJeans enables IT/AV teams to support more meetings with the same or fewer resources: strongly agree
  - BlueJeans with Dolby Voice has improved meeting productivity due to better audio and noise reduction: agree
  - BlueJeans helps them build a stronger internal company culture: strongly agree
  - BlueJeans helps them grow revenues faster: strongly agree
  - BlueJeans enables teams to work productively how and where they want: strongly agree
- Rates the annual dollar savings they've experienced since moving to BlueJeans:
  - video Conferencing Hardware, e.g. MCU or Telepresence systems: \$100K – 499K
  - maintenance contracts for audio/visual conferencing hardware: \$25K – 99K
  - proprietary video conferencing services: \$0 – 24K
  - Professional Services: \$25K – 99K
- Saved \$500000 across all areas since using BlueJeans.

#### Organization Profile

Organization:  
**Fuller Theological Seminary**

Industry:  
**Educational Institution**

#### About BlueJeans

BlueJeans Network is the most advanced way to enable video conferencing in the workplace or on the road. The goal is to make video as easy and pervasive as audio communications and create visual experiences that people love. While the audience that uses BlueJeans has expanded to businesses of all sizes, the core customers are enterprises who need reliability, security, and scale they can trust.

#### Learn More:

[BlueJeans](#)

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