

Educational Institution

Introduction

This case study of a educational institution is based on an August 2017 survey of BlueJeans Network customers by TechValidate, a 3rd-party research service. The profiled organization asked to have their name blinded to protect their confidentiality.



“Provides an immediate solution to the historically kludgy process of meeting online with external parties, which is crucial to our continued success.”

Challenges

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

- Top drivers for purchasing BlueJeans was:
 - The inability to easily connect existing video conferencing investments across meetings
 - Poor usage, uptake, and adoption of current video conferencing investments
 - Too much IT support required for video meetings
 - Poor collaboration across remote teams, external partners, agencies, and/or consultants
 - Inter-operability of existing resources and platforms insufficient to bridge disparate groups
- Purchased BlueJeans for it's:
 - Ease of use – requires little-to-no training
 - Recommended by a peer/colleague

Use Case

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

- Uses BlueJeans primarily in:
 - Hosting external meetings with customers, vendors, partners

Results

The surveyed organization achieved the following results with BlueJeans Network:

- Purchased BlueJeans over:
 - LifeSize
 - Polycom
 - Google Meet (Hangouts)
 - Consumer Skype, Vidyo
- Increased video conferencing by <20% (less than 20% increase in videoconferencing usage) after implementing BlueJeans.
- Saw the following benefits with BlueJeans:
 - Improved collaboration across internal teams, external partners, agencies, consultants
 - Reduction in trouble tickets for video conferencing support
 - Reduced manual intervention by technicians to enable conferencing to desktop users

Organization Profile

The organization featured in this case study asked to have its name publicly blinded because publicly endorsing vendors is against their policies.

TechValidate stands behind the authenticity of this data.

Industry:
Educational Institution

About BlueJeans Network

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](#)

[BlueJeans Network](#)