

## Large Enterprise Retail Company

### Introduction

This case study of a large enterprise retail company is based on a June 2018 survey of BlueJeans customers by TechValidate, a 3rd-party research service. The profiled company asked to have their name blinded to protect their confidentiality.



“The system just works! User interface is easy and intuitive with minimal team member training required.”

### Challenges

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

- Prompted to invest in BlueJeans after experiencing the following challenges:
  - Too much IT support required for video meetings
  - Poor collaboration across remote teams, external partners, agencies, and/or consultants
- BlueJeans replaced or was chosen over the following vendors:
  - GoTo Meeting
  - Consumer skype

### Use Case

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

- Uses the following App integrations with BlueJeans:
  - Microsoft Office365
  - Microsoft Outlook
- Invested into BlueJeans because of its:
  - Ease of use (requires little-to-no training)
  - Video quality
- Finds value in the following BlueJeans capabilities/features compared to other vendors they have used:
  - User experience
  - Video quality
  - Audio quality
  - Reliability
  - Ability to use on mobile
  - Ability to manage, monitor, and troubleshoot meetings, rooms and/or events

### Results

The surveyed company achieved the following results with BlueJeans:

- Agrees with the following statements:
  - BlueJeans helps them improve employee productivity with a simple user experience: Strongly 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
  - 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: Strongly agree
  - BlueJeans helps them build a stronger internal company culture: Strongly agree
  - BlueJeans helps them grow revenues faster: 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:
  - Audio conferencing provider/subscriptions: \$100K – 499K
  - Telephone or other audio conferencing equipment: \$25K – 99K
  - Maintenance contracts for audio/visual conferencing hardware: \$25K – 99K
- Achieved the following quantifiable benefits since using BlueJeans:
  - Annual travel savings

#### Company Profile

The company 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.

Company Size:  
**Large Enterprise**

Industry:  
**Retail**

#### 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](#)

[BlueJeans](#)