

2 Ring

Introduction

This case study of 2Ring is based on a November 2021 survey of Stack Overflow for Teams customers by TechValidate, a 3rd-party research service.

Challenges

The profiled company brought in Stack Overflow for Teams to improve their business KPI of **operational efficiency** and **service quality**.

The other challenges they wanted to solve were:

- Removing roadblocks or barriers
- Creating or maintaining a continuous learning culture
- Enabling employees to solve problems faster

Use Case

They use the **free tier** of Stack Overflow for Teams.

Their engineering and support teams are the main users of Stack Overflow for Teams.

The other tools they use for knowledge sharing are:

- Wiki
- Code repository
- Software development project management system
- Intranet

Results

The surveyed company said the most impactful **operational benefits** their organization realized with Stack Overflow for Teams are:

- Increased developer efficacy
- Increased discoverability of documentation and expertise

They said the most impactful **cultural or team benefits** their organization realized with Stack Overflow for Teams are:

- Increased collaboration between and among teams
- More knowledge is captured for the future
- Increased peer-to-peer support
- Prevented knowledge loss when teammates left

Company Profile

Company:
2Ring

Company Size:
Small Business

Industry:
Computer Software

About Stack Overflow for Teams

Stack Overflow for Teams provides just-in-time knowledge to help teams solve complex technical challenges through each stage of the development lifecycle. Because Stack Overflow's public platform is already integral to how technologists work, Stack Overflow for Teams enables a more natural, frictionless exchange of company knowledge.

It augments workflows, giving teammates easy access to persistent knowledge and cross-functional experts so they can confidently make more informed decisions and overcome roadblocks faster. The platform fosters continuous learning and growth while enabling an internal community that connects knowledge seekers and subject matter experts across departments.

Learn more:
<https://stackoverflow.com/solutions/c/teams>

Learn More:

[Stack Overflow for Teams](#)