

Company Description

The Institutes, headquartered in the US, is a leading Industry Education and Certification business for the risk management & insurance community. The firm delivers on-site and online classes to their customers as well as testing services and certifications, offering customer-focused, innovative educational solutions

The Need

Being an IT intensive business, it is critical to maintain user uptime and resolve issues like service outages rapidly. System issues can impact customers being unable to access study material or exams and result in poor customer satisfaction or Word of Mouth. This is being amplified by increasing demand of online & mobile solutions rather than traditional in-person courses. The IT Group recognized a need to deliver better service to end users, resolve issues fast and keep management pro-actively informed.

The business provided IT with specific needs and research commenced. The Executive council wanted a place to post messages to specific groups, broadcast to all employees, get alerted of system issues and generally be up-to-date with IT operations - critical for the smooth running of this business. The tool also needed to leverage their existing Lync 2013 infrastructure, support mobile working and run on diverse systems such as Windows, Mac & Linux.

The Answer

The use of Email & SharePoint wasn't good enough. Using an advanced real-time chat solution was high on the agenda. After a brief Google search for 'Lync + Chat' the company came across MindLink. Utilizing MindLink Anywhere for Windows & Mac and MindLink Mobile for iPhone & Android, MindLink enables users to better address the critical nature of IT needs whilst keeping all stakeholders informed and storing resolution steps & support notes as organizational assets for future reference and queries.

Outside vendors also have access to certain chat rooms to ensure system upgrades, and deployments can be done by internal staff and third parties jointly and smoothly, communicating & sharing attachments real-time in one single place.

The Institutes rolled MindLink out in a 'Big Bang' fashion. No training was required due to the intuitive MindLink interface and the cultural readiness of the Institutes.

"We use MindLink a lot! Our users love it. Features such as the 'LiveStream' & the availability on browser and mobile enable our IT operations to be more agile"

Senior Network Administrator – Mike Antenucci

Key Features & Benefits



- **More agile IT operations with access to data remotely**
- **Accelerates incident resolution & minimizes case impact**
- **Easy adoption due to highly intuitive interface**
- **Builds on existing UC investment**

Why MindLink?

We believe effective communication drives decision-making. When done using the right tools it empowers users to share knowledge and fuel productivity across the entire organization. MindLink offers innovative software solutions and professional services to ensure our customers can maximize the utility of Unified Communications systems. With a longstanding reputation as experts within Unified Communications (UC), and a user-centric focus, we believe MindLink has become more than just the right tool.