

Hands-On Training Helps Research Scientists Understand the Power of Jabber As a World Class Business Communications Hub

Customer: The Translational Genomics Institute (TGEN)

Location: Phoenix, Arizona

WebEx Services: Jabber + Meeting Center

Industry: Bio-Medical Research

TGEN: is a non-profit 501©(3) organization focused on developing earlier diagnostics and smarter treatments for cancer, neurological disorders, diabetes and other complex diseases employing innovative advances arising from the Human Genome Project

Meet Me In The Cloud is a small, woman owned business and a Cisco partner, focused exclusively on WebEx onboarding, adoption and end user training

NexusIS is a Cisco Gold Certified Partner with a Master Specialization in Unified Communications

The Challenge:

Translational Genomics Research Institute (TGEN) purchased WebEx Meeting Center and Cisco Jabber from their preferred Cisco partner, NexusIS. The goal of the rollout of these services was to enhance collaboration between internal scientists, administrators and grant writers in disparate geographies, and with external contacts at research hospitals, pharmaceutical companies and government agencies.

TGEN's IT organization was challenged to demonstrate to internal stakeholders that Instant Messaging needed to be a key component in a world class business communications strategy, and to help internal teams leverage the power of Jabber + Meeting Center for video, voice and IM communications.

The Solution:

NexusIS called upon Meet Me In The Cloud to develop and deliver training for their customer, TGEN. MMITC developed a customized course that demonstrated for the team how Jabber integrates voice, video and chat, and how Outlook and WebEx integration drive presence and productivity. TGEN's researchers were able to see how their intellectual property was protected through security protocols managed in Jabber Org Administration and understood how Jabber differed from the consumer instant messaging products the teams were more familiar with.

In class, scientists practiced making and receiving voice and video calls, using call controls, using IM features and managing contacts. The teams learned to join a WebEx session from Jabber and to escalate an IM session to a WebEx meeting.

"When we pull scientists away from research for technical training, we have to set the bar high. Meet Me In The Cloud developed an interactive course for us that used our Cisco IP phone integration, our Webex site, our Active Directory for predictive search and they delivered the course twice: for Mac and PC users to meet the needs of all our employees. Tons of interactivity made the course informative and fun. Our teams loved it. This was arguably the best technical training we've had to date."

Tom Cohn, Manager, IT Help Desk, TGEN

