

## Customized WebEx Training for Meeting Center and Jabber Ensures Relevant Content and High Adoption Rates for Users

**Customer:** Cook Medical

**Licenses:** 6,800

**Location:** Phoenix, Arizona

**WebEx Services:** Meeting Center + Jabber

**Industry:** Medical Device Mgr.

**Cook Medical:** Since 1963, Cook Medical has worked closely with physicians to develop technologies that eliminate the need for open surgery. Cook technologies combine medical devices, biologic materials and cellular therapies to help healthcare systems deliver better outcomes more efficiently.

**Meet Me In The Cloud:** A Cisco Indirect Channel Partner, Certified WebEx Lifecycle Advisor and a Women Owned Business focused exclusively on WebEx adoption and end user training professional services.

### The Challenge:

Cook Medical wanted to update its WebEx collaboration solution. With 12,000 employees worldwide, the rollout of their new WebEx solution required a phased approach for each location. Cook Medical needed assistance setting up the new WebEx site, migrating existing users, and managing the global transition process. Although some employees were familiar with WebEx, there were also many new users. Cook Medical required a comprehensive communications strategy to help users create their accounts and migrate to the new WebEx platform.

### The Solution:

MMITC was engaged to manage the onboarding, consolidation and migration process for Cook Medical. Equipped with 7,000 WebEx licenses, the users at Cook Medical required extensive training tailored to employee expertise. MMITC conducted practice training sessions for the project management team to customize the content to be more relevant to users.

Site Administrators and Level 1 Support teams received advanced training early on, to be prepared to provide in-house support throughout the migration process. The first Meeting Center 101 class hosted more than 200 existing and new users. Recordings of the training sessions were positively received; however, the live online sessions were so popular that six additional Meeting Center 101 classes were conducted to accommodate the training needs of all users.

The WebEx analytics tool provided by MMITC converted high volumes of data into useable, actionable information for the project team. The number of users and systems can be monitored to identify users who have not migrated and may need additional support. Cook Medical credits the tailored communication style and customized training approach of MMITC for rapid user adoption.

MMITC managed the local rollout of Jabber, and will complete the global rollout later in the year. Cook Medical is currently upgrading its conference room infrastructure to take advantage of additional WebEx features. Once completed, they plan to continue training with Meeting Center 301.



"The level of professionalism, clear processes, and succinctness of communications made working with MMITC so easy. They delivered personalized white glove service that has since set the standard for the rest of our global rollouts."

**David Smith, Digital Product Manager, Cook Medical**