

Customer Success Story



Customized Training for Meeting Center, Training Center & Event Center Overcomes Concerns and Achieves Companywide Adoption

Customer: Womble Carlyle Sandridge & Rice

Location: Winston-Salem, North Carolina

WebEx Services: Meeting Center, Event Center, Training Center

Industry: Legal

Womble Carlyle Sandridge & Rice, LLP: A full-service business law firm with 15 offices across the U.S. serving regional, national and international clients in a wide range of industries.

Meet Me In The Cloud: A small, woman-owned business and Cisco partner, focused exclusively on WebEx onboarding, adoption and end user training.

Dimension Data: An ICT services and solutions provider with technology expertise, global service delivery capability, and an entrepreneurial spirit.

The Challenge

Womble Carlyle Sandridge & Rice, LLP made a strategic collaboration upgrade from Citrix® GoToMeeting to WebEx®. The firm had only 100 licenses of GoToMeeting, but wanted to make the WebEx collaboration platform available to all employees. After purchasing 1,200 WebEx licenses from Dimension Data, Womble Carlyle needed to help users with migration and training. With 15 offices, 550 attorneys and support staff throughout the U.S., launching the new collaboration platform required customized training for employees with a wide range of experience levels and usage needs.

The Solution

Meet Me In The Cloud (MMITC) was engaged to manage the migration process and provide customized training within a six week timeframe. Womble Carlyle needed widespread and highly capability adoption by employees to achieve their vision. Attorneys and staff were trained to use WebEx Meeting Center, as well as Personal Conferencing for audio-only conferencing to ensure companywide usage.

Training was conducted in three waves. The first wave focused on getting nearly 100 members of management and existing GoToMeeting users up and running. Next, approximately 1,100 attorneys and staff without web conferencing experience were trained. Finally, in-depth sessions were presented to 260 paralegals and legal secretaries tasked with scheduling the bulk of the meetings. Specialized classes in Training Center and Event Center were also presented to smaller teams.

A fast-paced office with demanding schedules, Womble Carlyle management was concerned about hosting one-hour training sessions. MMITC shortened each training session to 30 minutes to better suit the client's needs. A comprehensive user adoption and change management plan was key to a successful migration. MMITC's professionalism kept the project on course and ensured Womble Carlyle achieved their vision for enhanced collaboration.

"MMITC was instrumental in helping us realize our vision. They are seasoned pros. Their project management skills are exceptional, and they were prepared every step of the way. They took the stress out of the deployment; everything was taken care of for us."

Bill Koch, Director of Technology Services

