



GATHERING TEAMS - SHARING CONTENT - TAMING CHAOS™



Success Story Overview

Industry:

Manufacturing

Challenge:

Provide a user-friendly environment for confidential information exchange and screen sharing to simplify teamwork between customers, partners and staff.

Solution:

Animat managed to bring its customers, partners and staff closer together by opting for Kryptiva's Teambox Suite, which included email integrated secure file sharing and screen sharing.

Result:

- Animat was able to greatly simplify information exchange for all parties involved in the ordering process.
- Animat strengthened its ties with its customers and partners using screen sharing.
- Animat achieved its goals at an acceptable price-point.

"We installed Kryptiva's Teambox Suite through Citrix for our entire customer-facing staff. Within 30 minutes the solution was up and running and our staff was ready to help our customers. This has allowed us to avoid costly and time-consuming document searches, and being able to do on-demand screen sharing has greatly enhanced our customer relations."

Pierre Savary,
VP of Sales
Animat, Inc.

Animat – Looking for Alternatives

Animat is a well-known Canadian SME that has specialized in the design and manufacture of rubber flooring for the last 25 years. Through a network of resellers spread across 20 countries, Animat has established itself as a leader in the field. While primarily focused on customer satisfaction, Animat is also conscious that providing a powerful yet simple working environment is critical.

The Problem

As with most industries today, information exchange has become a critical part of manufacturing. For Animat this has meant finding a way to centralize the information shared with customers and partners, be they next door or half-way across the world. Of course given the nature of the information, keeping it safe was a priority. In addition, due to the scope of its business, Animat was looking for ways to work more intimately with its customers without having to board a plane or train every week.

Also, the solution adopted would have to be user-friendly for both its customers and internal staff. From a technical point of view it would have to integrate with the Citrix infrastructure in place. And to top it all off, as an SME, Animat's resources were scarce and each dollar invested needed to provide an ROI within 90 days.

Having looked at typical industry solutions such as Microsoft SharePoint, Office Communicator and Live Meeting, Animat determined that such solutions could not meet its needs, in part due to the high costs involved but also because of federation issues.

Kryptiva's Solution

Kryptiva offered Animat an alternative through its Teambox Suite. By integrating its solution to email, Kryptiva enabled Animat to tap into the natural flow of information between partners and customers to get everyone on the same page. This also meant users didn't have to change their email-centric habits. And with Kryptiva's built-in federated security, the information exchanged would only be accessible by the authorized parties. This effectively reduced a large part of the emails being exchanged as the ordering process was now taking place in Teambox workspaces. Employees now spent less time sorting orders in their inbox and more time focused on their customers.

With regards to the sales and support staff they were now able to launch screen sharing with the click of a button and get direct feedback from their customers and partners. Since then customer service is able to keep closer contact with them, which has greatly improved Animat's customer relations.

Two months after the deployment of Kryptiva's Teambox Suite, the ROI has been achieved and Animat's initial needs were met by using an alternative solution.