



# Goodwill

The well-known Not For Profit organization seeks a way to bridge satellite offices, and to integrate with Skype for Business.

## Customer

This international Not-For-Profit organization trains and finds placements for the less fortunate in the modern workforce.

## Challenge

Goodwill had several sites that they wanted to connect via video in order to reduce travel and to make collaboration simpler. They also sought a solution that would allow their O365 Skype deployment to connect seamlessly with their standards-based Polycom video endpoints.

## Solution

Goodwill trialed a proof of concept with RP1Cloud, the only solution that offers an unchanged workflow with Skype for Business in the cloud. Also maintained the Polycom workflow with legacy endpoints.

## Result

Goodwill expects to see a 30% cost reduction for travel in each year going forward, not to mention the savings by switching to a connections-based licensing model. IT savings will be redirected into charitable initiatives.

## The Customer

Goodwill Industries is a non-profit social enterprise that provides work opportunities, skills development and employee and family strengthening for people who face barriers such as disability or social disadvantage. Their aim is to advance individuals, families and communities toward economic self-sufficiency and prosperity.

On a number of enterprise platforms such as donated goods, thrift retail, recycling, logistics, food and hospitality, commercial services and light manufacturing, Goodwill creates jobs, and unites caring and business to develop individual and community potential.



## The Challenge

Goodwill wanted to connect several office sites to make face-to-face communication easier and reduce travel between them. The wide-spread team had to come together to discuss Event coordination, drives and marketing initiatives. This is where they talk about how to improve the community they work in.

Each Goodwill site has Polycom room systems, as well as Skype for Business licenses for every employee. The goal was to allow Skype for Business Users to connect to meetings being held on room systems. Ideally, S4B users would be able to schedule meetings that endpoints could join. On top of that, there will have to be bi-directional content sharing between the endpoints, regardless of how they join.

## The Solution

Goodwill had a previous relationship with Cisco, with many Cisco endpoints used at their locations. When it came time to test a virtual bridge, they tried Cisco's Webex, but felt that it wasn't user-friendly. The interfacing with Skype for Business was clunky, and added too many moving parts.

The IT team had some experience with Polycom infrastructure as well, and a Polycom rep recommended that they try RP1Cloud, in virtue of its native integration with S4B. A proof of concept showed that S4B users could continue to schedule and join meetings in the same way that they were accustomed to.

Invitations that went out include several methods to join the meeting, including standards-based endpoints, S4B, browser/mobile and telephone instructions. Thanks to the system infrastructure, the team set up a one-touch

dial - a single click and the meeting could be launched on any platform, be it browser, Skype client, or conferencing endpoint.

## The Result

Goodwill took advantage of the Enterprise pricing plan, purchasing a pool of "ports" (points of connection) to share among employees. This provided the largest cost savings of the project. By not having to pay for a license for each user, everyone has access to the solution for a fraction of the cost of every other offer available.

Businesses and Organizations that reduce travel in favor of video communication typically experience a saving of 30% in travel costs and lost time. The organization will be putting these savings to good use: "All operational savings go back into our charitable initiatives," says Jared Smith, IT Manager at Goodwill. "Between the licensing program and the reduction in travel, these funds will go toward an even better use."

**“ RP1Cloud was the solution we were looking for. Seamless and simple for the end users in two easy steps. Create a meeting and press a button to start.”**

**Jared Smith**

IT Manager, Goodwill

**RP1Cloud** provides the highest quality audio and visuals in video conferencing today. Its virtual bridge provides an optimized meeting place where users can join from any room system, device, or telephone, as well as Skype for Business. With more ways to manage and customize your experience, RP1Cloud is a simple and affordable way to meet face-to-face over distance.



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