

## Case study

# Berufsbildungswerk Bezirk Mittelfranken (Mittelfranken Vocational Training Centre)

“We use GoTo Meeting almost eight hours a day. Whether for internal meetings, online training for staff or communication with our participants, our everyday life is now unthinkable without GoTo Meeting.”

The Region of Mittelfranken creates and supports public facilities for the social, economic and cultural wellbeing of all citizens living in Mittelfranken.

Berufsbildungswerk Mittelfranken (Mittelfranken Vocational Training Centre) is a facility of the Region of Mittelfranken. The focus is on vocational training for people living with disabilities and with special needs in the fields of listening, language and learning. Young people from the region and from all over Germany receive vocational preparation training and/or qualified initial vocational training here.

[bbw-mittelfranken.de](https://bbw-mittelfranken.de)



## The challenge

In collaboration with the Federal Employment Agency, Berufsbildungswerk Mittelfranken offers tailored training programmes and targets for young people. That means the centre has to ensure the training programme of the Federal Employment Agency is contractually fulfilled for all participants of the Vocational Training Centre for Listening, Language and Learning – including during the Corona pandemic. According to Sandra Hauber, deputy administrative manager, quality management officer and in charge of the Reha 4.0 digitalisation project, precisely that was the major challenge.

“It was a really dicey situation when we had to close our centre, together with the vocational schools, and send all the participants home,” says Hauber right off the bat. “We had to implement a hygiene and protection concept and consider how to provide services to our participants and reorganise our entire allocation of work and tasks almost over night,” she adds.

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**Sandra Hauber**  
deputy administrative manager, quality management officer and in charge of the Reha 4.0 digitalisation project

In order to be able to continue communicating with the participants, the Vocational Training Centre initially set up a cloud. “In the long run, that was suboptimal, because we also support young people who communicate solely using sign language,” says Hauber. The Bavarian Ministry of Culture quickly provided a solution for the vocational schools affiliated with the Vocational Training Centre: Office 365 and Microsoft Teams.

The Region of Mittelfranken and the Vocational Training Centre could not use solutions like MS Teams because of high requirements in terms of data protection and data security. “It quickly became clear to us that we need an alternative solution,” says Hauber.

The IT department of the Region of Mittelfranken, in the person of Alesja Gast, assessed several online tools and finally decided on GoTo Meeting, the online meeting software from GoTo, as the collaboration tool for internal video conferences and online training. All the internal decision-makers found the GoTo data protection agreement in particular to be convincing across the board.



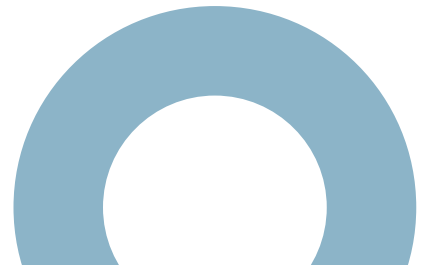
## The solution

Thanks to GoTo Meeting, the Vocational Training Centre for Listening, Language and Learning could manage all work processes via video conferencing. “You’ll laugh, but we use GoTo Meeting almost eight hours a day,” says Hauber with a grin. Whether it’s internal meetings, online training for staff or communication with our participants – we can’t imagine our day-to-day work without GoTo Meeting”.

The tool from GoTo also played an important role in the implementation of hygiene and protection plans. “Since we also work together with young people living with disabilities and pre-existing conditions at the Vocational Training Centre, it was especially important to us to develop a hygiene and protection concept that is not only effective, but that can also be quickly implemented.”

“GoTo Meeting was naturally a great help to us,” says the social education worker. “The rule at our centre was to avoid contact whenever possible, both in terms of contact among staff and contact with our participants,” she adds.

The online meeting tool from GoTo became increasingly well established and used more and more frequently by the staff. Within the centre, use of the tool became a matter of course, creating the need for more licences.

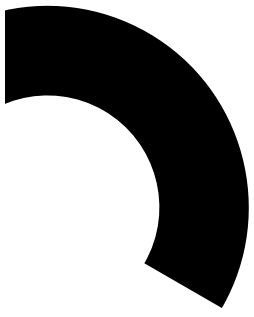




The IT department of the Region of Mittelfranken, which is responsible for organising and allocating licences for GoTo Meeting, had its hands full.

“Our facility has around 220 employees and 310 participants, so we have 530 people that we have to connect somehow,” says IT officer Alesja Gast from the Region of Mittelfranken. “We started with four licences associated with a test phase,” she adds. “Within a few days that was no longer sufficient because all the staff switched to the GoTo Meeting tool. Now we have 50 licences,” says the member of the administrative staff.

Not only has the number of licences increased, so too have the fields of application of GoTo Meeting. For example, the online tool from GoTo has also been used for staff training. Training opportunities are an important topic, especially for staff working as teachers. Thanks to GoTo Meeting, the staff could continue to demonstrate the supplementary qualification in rehabilitation education.



It was also important for the Vocational Training Centre and Hauber to have an online meeting tool that enabled screen sharing. GoTo Meeting was ideal for that purpose too. “We could perform 90 percent of the audits for our supervision audit using GoTo Meeting. For example, staff could share important documents with one another concerning our operations. For us it was just like any other audit,” says Hauber, praising the tool.

GoTo Meeting made it easier to organise training sessions, implement meetings with all participants more quickly and create further training options – despite the pandemic. Hauber was particularly impressed by the implementation of the tool and introduction to it.

“The technical skills of our staff range right the way from ‘very well versed technically’ to ‘don’t bother me with that,’” says Hauber with a smile. “Nevertheless, in the initial phase we had almost no queries about the use of GoTo Meeting,” she adds. “It’s very easy to handle and the interface is highly intuitive.”

“I’d almost go so far as to say that the staff really enjoyed it. We offered all the staff training and set up test areas to alleviate the staff’s fears – that worked very well.”

During the implementation, the Vocational Training Centre was



supported by the IT department and information security officer of the Region of Mittelfranken. Gast confirms: “GoTo Meeting really is extremely easy to use; if there were any teething problems from time to time, we could always approach GoTo with our questions – you aren’t left to deal with any complications alone. There’s always a contact person who can provide help quickly and proficiently.”

## The result



The introduction of online meeting software from GoTo was an absolute plus for the Berufsbildungswerk Mittelfranken. “GoTo Meeting is not only an important step towards digitalisation for us, but has also enabled to ensure the continuation of our programmes during the Corona crisis,” says Hauber.

By implementing GoTo Meeting, the centre has taken an important step towards the world of Work and Training 4.0 and has laid the foundation for the continued functioning of its operations, provision of the training programmes for participants and internal training. “All our procedures are running relatively normally, in a very orderly manner and highly focused on goals and results – the reason, quite simply is that we have GoTo Meeting,” reiterates the social education worker.

It comes as no surprise that the Vocational Training Centre and the Region of Mittelfranken will continue to use GoTo Meeting, as well as another GoTo tool. Since the staff increasingly came up against their limits with GoTo Meeting, whether for committee meetings or sessions at the regional level, the decision was made also to use GoTo Webinar, the webinar software from GoTo, in future.

“Especially for our information events, it’s a big advantage for us to be able to integrate live surveys with results straight away. GoTo Webinar covers that need very well,” notes Gast in conclusion.

Not only is GoTo Meeting continuing to be used at the Vocational Training Centre and the Region of Mittelfranken, but it has also been joined by GoTo Webinar. It means that the Vocational Training Centre and the Region of Mittelfranken are strengthening their position during the crisis and are well equipped for the digital future.

Would you like to learn more about GoTo Meeting? Visit [www.goto.com/webinar](http://www.goto.com/webinar) for more information or call us on +49 800 182 6065.

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