SUCCESS STORY:
ALLOCATE SOFTWARE

Allocate Software is a leading provider of Human Capital Management software, designed to help customers manage large, multi-skilled workforces in fast-changing environments, particularly in healthcare. Founded in 1991, the company employs more than 650 people in the UK and Ireland, Germany, Australia, North Macedonia and the Nordics.
www.allocatesoftware.com

GOTOROOM OPTIMIZED FOR A WORLD OF REMOTE WORKING, CONNECTING PEOPLE SECURELY ON ANY COMMUNICATIONS PLATFORM

Challenge

Nicola Woodman, Director of Business Systems and Internal IT at Allocate Software, says: *"Last year, we wanted to find a standardised videoconferencing solution for all our global offices, so attendees could get the same 'in-room' experience without the need to travel. We were already using GoToMeeting, GoToWebinar and GoToTraining from LogMeIn, so we asked what they could offer."*

LogMeIn was just introducing its new **GoToRoom** videoconferencing solution, and offered Allocate Software a trial of the product. It combines advanced GoTo software with high-performance hardware in a single bundle, to create an integrated room-to-room videoconference experience.

Nicola continues: *"**GoToRoom** was exactly what we needed, and we purchased 11 bundles for our offices globally. It worked perfectly and enabled our people to attend high-quality in-room conferences from different locations. Then Covid-19 struck. With only a few people working from our offices, we needed to keep them connected to colleagues, customers and partners, all of whom were in different locations using Microsoft Teams, Zoom or other software. We quickly needed to expand our **GoToRoom** videoconference functionality so it could connect with all of these diverse platforms."*

Solution

Allocate Software contacted Datasharp Integrated Communications, a leading unified communications technology specialist and LogMeIn partner, to help devise a solution.

William Wood, Head of Pre-Sales at Datasharp Integrated Communications, says: *"We help businesses become more agile through remote or hybrid working, and focus on helping them optimise the technology they already have.*

*For Allocate Software, that meant finding a way to connect its **GoToRoom** system securely with Microsoft Teams and other videoconferencing software."*

Datasharp Integrated Communications introduced BlueJeans CVI Gateway, a cloud-based video interoperability solution, which allowed **GoToRoom** to connect seamlessly and securely with other platforms. Allocate Software also added GoToConnect cloud-based telephony to its **GoToRoom** devices, so they could be used as phones to connect to other conferences.

Together, this integrated solution enabled Allocate Software to hold meetings and videoconferences involving a mix of internal staff and external participants, all using different software.

Results

Nicola says: *"The interconnectivity we now have built into our **GoToRoom** system enables people from anywhere to connect with us via their preferred platforms. That has enabled us to carry on our business as close to normally as possible."*

Previously senior management and board meetings would involve people flying in from all over the world to attend. Having an integrated remote videoconferencing solution has enabled those meetings to continue, while providing the same quality of interaction as an in-person experience.

Nicola adds: *"It was important that Datasharp Integrated Communications was technology agnostic, as we wanted a solution that worked for our particular circumstances and existing technology. We needed to have the flexibility to communicate with people on different platforms, and Datasharp Integrated Communications was able to knit all of the technology together in the optimum way for our business."*

> *"We are a technology business, so customers expect to be able to connect with us easily. Different customers have different preferred technologies, so being able to plug in to whatever software they use was vital to the continued running of our business. Thanks to the expertise of Datasharp Integrated Communications and the versatility of GoTo products, we can now continue inter-office meetings and customer collaboration via high-quality remote videoconferencing."*
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> **Nicola Woodman**
> **Director of Business Systems and Internal IT, Allocate Software**

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