

CASE STUDY

Intuit Boosts Innovation and Productivity with BlueJeans Meetings

As the world evolves, so does Intuit—inventing new solutions to solve important problems, perfecting those solutions, and delighting their customers. Today, Intuit serves more than 42 million customers throughout the world, with products available from the desktop to the cloud. In order for innovation to flourish, Intuit leverages modern software solutions to better enable employees to get work done with maximum efficiency.

Intuit has an entire team of top technologists dedicated to identifying and rolling out workplace productivity tools to their global workforce. One of those tools is BlueJeans, which has become the standardized meetings platform and an essential part of the organization's work processes. BlueJeans supports workers to create a live video meeting connection, which they can use for face-to-face discussion, screen sharing, and recording.

Eliminating Meeting Challenges

Unfortunately, connecting teams across continents has not always been easy. In the past, individual teams chose their own video conferencing tools, which led to complex environments, a lack of cohesion across systems, and frustration for corporate IT and employees.

When Director of IT Todd Clark was brought on board, he triaged more than 100 independent pain points—among them poor audio, pixelated video, limited content sharing, and a malfunction that would abruptly cut off productive discussions.

Issues such as these led to pain points for employees across the globe. Sometimes it would take up to 10 minutes to connect to a video meeting—a huge drain on productivity considering employees were holding almost 6,000 video meetings per month at the time. Changes were needed, and they required technology that would work with the infrastructure already in place.



Industry: Financial Software

Challenge: Wished to consolidate complex video environments and implement a tool that could be used by all departments around the globe.

Solution: Implemented BlueJeans to reduce 100+ pain points and increase productivity across teams.

Results: Eliminated connectivity struggles, saving up to 10 minutes each meeting.

Deployed across the entire company, removing the need for shadow IT across various groups.

Decreased need for employee travel and reduced travel budget by almost 40% over previous year.

Interoperability, security, and ease of use are exactly what you would hope from a technology solution, but in real life that is rarely the case. We had high expectations, and BlueJeans delivered.

– TODD CLARK, DIRECTOR OF IT

Solving IT Needs

After evaluating several new video conferencing technologies, Clark and his team found the unified, immersive experience they had been seeking in BlueJeans. The difference was immediately apparent.

The BlueJeans interface made it easier to initiate or join a meeting from any device, which meant that employees had no problems connecting and meetings started on time. People weren't immediately or inexplicably dropped mid-discussion, and shareable recordings made it easy for team members to reference points made in the conversations or to catch up if someone had to miss an impromptu brainstorm session.

Measuring Deployment Success

BlueJeans is now as integral to Intuit teams as their smartphones are, which they often use to connect to BlueJeans Meetings. More and more employees are using the platform, with 20,000 unique meetings occurring within four months of deployment. The easy experience has allowed meeting usage to grow every single month, and 63% of all employees attended at least one BlueJeans meeting within six months of implementation.

Intuit now averages 17 million collective minutes on BlueJeans every month, making teams around the world more productive. And, by enhancing collaboration over video, the company has benefited from a reduction in its travel budget by approximately 40 percent over the previous year.

Enhancing Productivity for Teams

Among its key uses for BlueJeans are for scrum and agile teams who say that the improved meeting platform better supports productivity and allows for greater innovation company wide. BlueJeans has also played an essential role in critical issue resolution scenarios, allowing Intuit to more effectively meet customer expectations.

The company actively tracks NPS scores as a way to measure satisfaction with software and determine what works for team members. In this way, the IT team knows when things go wrong so they can quickly assess and address problems to fully support work processes. With the NPS score hovering in the low 90s—one of the highest at Intuit—it is clear that employees are satisfied with BlueJeans.

ABOUT INTUIT

Intuit Inc. is a business and financial software company that develops and sells financial, accounting, and tax preparation software and related services. The company is committed to powering prosperity around the world for consumers, small businesses, and the self-employed through its ecosystem of innovative financial management solutions.

Founded in 1983, Intuit serves 42 million customers in North America, Europe, Australia, and Brazil, with revenue of \$5.2 billion in its fiscal year 2017. The company has approximately 7,900 employees with major offices in the United States, Canada, the United Kingdom, India, and Australia.