

“WebEx WebOffice helps us keep on top of where everyone is and what their needs are.”

— Natalie Cumberbatch, Manager of Information Services, BeamPines

HR consulting firm uses WebEx WebOffice to schedule busy staff and conferencing facility



INDUSTRY

Consulting

SUMMARY

BeamPines, Inc., a human resources consulting firm, uses the WebEx WebOffice Calendar every day to coordinate the schedules of its consultants. The firm also uses the Calendar to schedule usage of a key corporate resource: Its New York-based video conferencing facility. In addition, BeamPines uses WebOffice Announcements to inform consultants in remote offices about events, project meetings and offsite workgroups.

ABOUT BEAM PINES, INC.

Line of Business

Human Resources Consulting

Headquarters

New York, NY

Number of Employees

More than 20

WebEx WebOffice User Since 2004

Customer Business Profile

BeamPines, Inc., provides comprehensive talent management services to help organizations attract, retain, and continuously develop the best people. BeamPines has 20 staff members, with headquarters in New York, plus offices in New Jersey, Pennsylvania, Connecticut and Florida.

The Situation

BeamPines needed a way to coordinate the schedules of its consultants.

In addition, all BeamPines consultants regularly use its New York video conferencing facility for meetings with clients nationwide, and for coaching clients remotely. BeamPines needed a better way to schedule the facility's usage, easily and fairly.

Also, BeamPines' sister company uses the video conferencing facility to interview job candidates for clients on the West Coast. Their usage of the video facility also had to be factored in.

Coordinating the schedules of its consultants and maintaining a schedule of usage for its central video conferencing facility had been a continuous challenge.

Making sure all consultants were kept

up-to-date on company events and meetings was also a challenge.

The Solution

BeamPines uses the WebEx WebOffice Online Calendar to coordinate the schedules of its busy staff and the usage of its conferencing facility. BeamPines also uses WebOffice Announcements to keep its consultants up-to-date on company news, events, project meetings and offsite workgroups.

The Benefits

“I would say WebEx WebOffice has become an invaluable tool for us. WebEx WebOffice helps us keep on top of where everyone is and what their needs are,” says Natalie Cumberbatch, BeamPines Manager of Information Services.

“Plus, scheduling our video conferencing facility with WebEx WebOffice — where everyone, everywhere in the company, can see instantly when the facility is in use and when it's not — is definitely critical. Using WebEx WebOffice really helps us manage the flow of our business.”

The firm also uses WebOffice Announcements on the BeamPines WebOffice home page, so everyone

“Using WebEx WebOffice really helps us manage the flow of our business.”

— Natalie Cumberbatch, Manager of Information Services, BeamPines



is sure to see company announcements as soon as they log in. “With so many offices, WebOffice is a really valuable tool for announcing events, marketing meetings, and offsite meetings. If there’s a meeting for a specific project, we post an announcement.”

“We’ve been using WebEx WebOffice for several years. I’ve used customer service only once and they were very helpful, but again WebEx WebOffice is so easy to use. The site is self-explanatory, which is also a benefit for me, from an administrative point of view,” says Cumberbatch.

HIGHLIGHTS

- BeamPines uses WebEx WebOffice to coordinate the schedules of its consultants in five states.
- BeamPines uses WebEx WebOffice to manage the use of its very busy video conferencing facility – sharing this central resource among consultants based in multiple, remote offices.
- BeamPines uses WebEx WebOffice Announcements for timely communications about company events, and marketing, project and offsite meetings.

