



A Business Case Study

Virtual Meetings

Business Dilemma

Madera County employees often have need for instant communications with integrated document sharing. Currently the employee is faced with printing or emailing documents then meeting to collaborate. In addition, there are regular staff meetings and employee training opportunities that currently require travel to participate. MCIT was asked to analyze methods for reducing costs as it pertains to attending meetings and training sessions.

Solutions Approach

With the advent of virtual meeting technology available on the Internet, we began by attempting to determine if there were a solution which could be deployed which was robust enough to meet virtually all required functions. Furthermore, what direct and indirect cost savings could be realized by utilizing virtual meeting technology.

We viewed the minimum requirements as follows:

- The solution should allow for one to one and one to many communications
- The solution must integrate video and allow for recording of sessions for future use
- The solution must allow for real time document and data sharing among participants
- The solution should integrate into existing systems, such as Outlook, to reduce user training and leverage existing investment in software
- The solution should allow for enhanced business services beyond virtual meetings and training sessions.

Nearly all solutions we examined met the above requirements with some minor exceptions. In addition, constituent services could be enhanced through virtual video meetings when appropriate.

Results

On average an employee using this technology would have a net savings of approximately 60 hours annually, and \$200 in expenditures. In addition there was an expected increase in accuracy of work output which was present, yet unquantifiable. Furthermore, when this technology was integrated into other areas, significant business enhancements were available for personnel and citizens.