Evolving live, online training–any screen, any time

NterOne uses innovation to upgrade its online training program, setting itself far ahead of the competition.

"We were able to enter new markets and expand our top line revenue by 20 percent."

- Anthony Hamilton,
Chairman and Executive Vice President at NterOne Corporation

NterOne knew it had to innovate its training platform. Not only to engage a tech-savvy audience but to also stay ahead of its competition and solve new challenges.

Challenges

- Innovate online training to differentiate services.
- Enable customers to join training sessions using their own video systems.
- Expand business to reach more customers.

Conducting business in 31 countries and supporting IT training in different time zones was proving more difficult for NterOne, forcing support team members to tear down and rebuild teaching labs weekly, sometimes even nightly. To support existing classes and introduce more advanced classes, NterOne needed to optimize its system, creating one completely automated, any network, anytime solution.

NterOne was no stranger to the Cisco® family of products, having used Cisco WebEx® Meeting Center for more than 7 years. Eventually, the organization combined Cisco TelePresence® technology with Cisco WebEx products, creating an environment that made way for always-available meeting experiences.

While Cisco WebEx technology was the ideal solution to reach remote attendees, NterOne still needed a solution that would allow it to integrate the Cisco TelePresence solution with their green-screen technology project in development, ClearConnect.

Case Study | NterOne

| Size: 50 Employees | Location: Reston, Virginia | Industry: Education |

With Cisco Collaboration Meeting Rooms (CMR) Cloud, product integration enables new market growth and increases quality experience.

Solutions	• Combined Cisco video conferencing with NterOne solution
	• Created larger customer conference rooms
	• Delivered new green-screen technology for enhanced client training

New environment leads to new experiences

Cisco CMR Cloud proved to be the pivotal piece of a new delivery modality called ClearConnect training, which sets NterOne apart from other live, online training competitors.

ClearConnect eliminates static graphics and uses green screen technology to manipulate the background behind a trainer during an online training session.

Enterprise market becomes accessible

To connect enterprise customer conference rooms, NterOne needed to solve the technical challenge of customers joining trainings with their own video systems.

With CMR Cloud, NterOne had the service it needed to reach larger audiences without a large capital outlay resulting in 80 percent cost savings in capital expenditures (CapEx).

Customers join trainings with their own video systems

"Prior to CMR Cloud, we couldn't even talk to the enterprise market," says Hamilton.

"Now, it has opened enterprise customers to our business, because they can join our ClearConnect training using their own video-conferencing systems, increasing our top line revenue by 20 percent."

Increased revenue by
20%

Improved technology sets stage for growth

The visionary capacity of ClearConnect has helped NterOne speed up its sales cycle and close opportunities quicker. Plus, the combined technologies add a "wow" factor for sales teams to demonstrate the product to new customers. NterOne's staff continues to share how meaningful the technology is and their enthusiasm attracts top talent, elevates company culture, and increases satisfaction regarding company direction.

"We are very excited about saying CMR Cloud helped grow our ClearConnect training footprint," says Hamilton. "We have increased our top-line revenue, market penetration in the enterprise space, and our overall video presence of our training services."

For More Information

• To learn more about the Cisco solutions in this case study, visit www.cisco.com/go/collaboration and www.cisco.com/go/cmrcloud.

Products and Services

Cisco Collaboration
• Cisco WebEx Meeting Center
• Cisco Collaboration Meeting Rooms (CMR) Cloud
• Cisco TelePresence SX20 Quick Set

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