



Huddle

Benefits and Features



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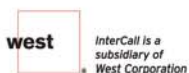
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Huddle offered by InterCall helps people work better together by allowing you to conduct more efficient meetings. The partnership between Huddle and InterCall, the world's largest conferencing provider, means you get meeting functionality and documents for those meetings in one place. That synchronisation lets you instantly break down organisational and functional silos and start working seamlessly with customers, partners and suppliers. You'll find yourself reducing project timelines, allowing more time for winning new business.

Huddle also helps you cut costs and run your business more efficiently. Using Huddle's secure online workspace for storing and transferring documents, communication and presentations, you eliminate the need for excessive courier expenditures, excess storage capacity and expensive security measures. You can also improve client satisfaction by minimising turnaround times for time sensitive materials. Working within your Huddle workspace means you won't lose customers because you missed a crucial customer request.

FEATURES

FEATURE	DETAILS
Unlimited users	Invited unlimited number of users into a workspace
Personalised dashboard	Access Huddle workspaces and team profile pages Collaboration tools and messaging Alerts and notifications via RSS and email
Document management	Full online document storage Online editing of Word and Excel Automatic versioning, audit trail and approvals workflow Notifications when new content added
Task calendar	Sync to Outlook via iCal Automated reminders
Collaboration	Online discussion board/forum functionality Whiteboards: non-technical user wiki Conferencing Integration
Customisation and branding	Branded URL Logos and colour scheme across the whole application (dashboards and workspaces) Customised user invitations IP address locking
Set-up and management	Assisted set-up Hosted, no download, no install One day roll-out Scales naturally and evolves to fit Managed by users Open API
Support	Face-to-face training sessions Phone and email support Webinars Seminars
Security	99.8% SLA SSL Encrypted authentication Secure data centres RAID technology to minimise the risk of file loss
Communication	Schedule meetings (audio and web) Store all meeting files Email workspace members Discussions and whiteboards





How Huddle Users Are Working Better Together

A SALES TEAM REDUCES MEETINGS

Not only did it help keep everyone on time, but it has dramatically improved the efficiency of meetings and phone calls. Big time saver!

A GLOBAL RETAILER REDUCES COURIERS COSTS

Organising a conference for over 400 people and 50 speakers, some presentations were late arriving. We wanted to include all of the presentations on a disc for all delegates to take away with them. Initially we were going to have to use a same-day courier to get the disc to the printer, which would cost a few hundred pounds. Instead I came up with the bright idea to use Huddle; it was really quick and easy to upload all of the folders and presentations to Huddle in exactly the format I wanted. Our CD printer then downloaded them and was able to meet the order in time. I think that using Huddle saved us hours - really days - in time and a few hundred pounds in courier fees, not to mention the environment.

A RECRUITMENT AGENCY REDUCES OVERHEADS

Huddle is central to our business and critical to the delivery of high-quality client service. It has significantly reduced resource overheads and enabled our teams to focus on value adding work.

A PR AGENCY REDUCES CLIENT CHURN

Thanks to Huddle, clients don't miss any important requests. Now, we are able to respond to press enquires quicker and get them more coverage. Huddle has certainly improved our client satisfaction and on one occasion even saved a faltering client relationship worth £4000 per month.

A FOOD MANUFACTURER REDUCES STORAGE

It allows us to manage - from the very first brief right through to the final product packs - from one location. Is it not better that I, the client, house all the material rather than put it in seven different places throughout seven different agencies? With Huddle, we have a hosted system that allows us to house all of our artwork, images and video files on one platform, offering remote access to all stakeholders.

A MARKETING AGENCY WINS NEW BUSINESS

We use Huddle to differentiate ourselves from other agencies during the pitch process. We offer our prospects a fully branded client extranet, connecting all the relevant teams, files and discussions for no extra cost. It certainly helped us in demonstrating our reporting capabilities.

A GOVERNMENT DEPARTMENT CUTS DOWN SECURITY RISKS

Our ways of working have certainly improved since the adoption of Huddle. Being a commissioning organisation, our communication and document management practices with our contractors are much more effective, thanks to this central document repository. The security technology behind the application and the easy permissions settings also allow us to share confidential information and personal data without worrying about them falling in the wrong hands. This has helped us meeting some of our legal requirements in terms of data protection and information security.

A GOVERNMENT ORGANISATION REDUCES PROJECT TIMELINES

We use Huddle for those collaborative working activities where we need something immediately, can be deployed with the minimum of effort and allows users to pick up and get started without any training or support. We use Huddle for work so the security for us is more about allowing likeminded people to work together than needing to protect valuable material. SharePoint is a vast and multifaceted tool which has its place but there are times you just want to quickly be able to work with a range of external partners on a project simply and quickly. We have a very small in-house team, so we have to be ruthless when it comes to prioritising and resourcing initiatives, but even we can sustain Huddle.

A NON-PROFIT DEMONSTRATES RESULTS TO STAKEHOLDERS

Even though we are a small charity, our staff is spread far and wide across the country and the world. We primarily use Huddle as a data storage/sharing facility and have successfully used it following a big event we held in the Maldives where we uploaded all of the minutes, keynote speeches, attendee contact list and photos for all of the attendees to view.