



# Huddle

## Benefits and Features



### For more information:

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Huddle 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 synchronization lets you instantly break down organizational 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 minimizing turnaround times for time sensitive materials. Working within your Huddle workspace means you won't lose customers because you missed a crucial customer request.

**“Having my InterCall web and audio integrated into Huddle is exactly what we've been looking for. This blows all the other options out of the water.”**

*-National retailer*

## 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

Organizing 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 dollars. 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 dollars 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.

 InterCall is a subsidiary of West Corporation

AAP/EDE

### **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 organization, 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 ORGANIZATION 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 prioritizing 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.

## Features

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