

Huddle

Overview



For more information:

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What Is Huddle?

Huddle is a unified collaboration, communication and social networking platform. It offers an online network of workspaces supported by a set of simple and secure project management, collaboration and document sharing tools. Huddle is a perfect accompaniment to your InterCall audio, video or web conferencing services and for arranging meetings, sharing dial-in details, uploading agendas and presentations, and more.



CONNECTED WITH
YOUR INTERCALL
ACCOUNT



MANAGE PROJECTS



SHARE AND STORE
FILES ONLINE



CREATE AND EDIT
DOCUMENTS ONLINE



HAVE GROUP
DISCUSSIONS



UNLIMITED USERS

WHAT IS NEEDED TO USE THE SERVICE?

Huddle is a hosted service, so there's no download or install required. All you need are:

- + Internet browser
- + Internet connection

You can easily set-up your Huddle account on your own. Enterprise users (account owners) are set-up by the Huddle customer team, within 24 hours.

Huddle supports Internet Explore 6 and 7, Firefox 3 and Safari 3 Internet browsers.

WITH HUDDLE, YOU CAN:

- + Create a network of team workspaces
- + Manage projects, teams and relationships online
- + Share ideas, files and information
- + Talk to colleagues and share information in real-time
- + Collaborate and communicate with people globally
- + Use workspaces in multiple languages

 InterCall is a subsidiary
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AAP/EOE

ORGANIZATIONS USING HUDDLE CAN:

- + Create a company-wide collaborative portal
 - Use it both internally and with external customers/partners/suppliers
 - Connect multiple teams and relationships into one network
- + Customize the look and feel
 - Fit your brand identity
 - Create customized team workspaces
- + Control enterprise management and security
 - SSL, IP locking, audit trails and granular permission control
 - Control who can set-up and administer workspaces
 - Integrate with existing corporate directories
 - Monitor usage, central administration
- + Integrate into existing applications
 - Unified project, document and live collaboration in one application
 - Bring new functionality to old systems
 - Build custom tools to work with Huddle
 - Connect into intranets and extranets
- + Quick and simple roll-out
 - Scale quickly and virally across the business
 - Award-winning support for all users via the support center
 - Tailored training programs

Who Develops Huddle?

Huddle is developed by Ninian Solutions (trading as Huddle.net). Established in November 2006, Huddle.net is based in London, UK. Its customers include P&G, Nokia, Xerox, as well as a number of government organizations.

Huddle was chosen as one of the top 20 UK Web 2.0 companies by Web Mission 2008, sponsored by the UK Trade & Investment department, and was selected as one of the 15 top UK start-ups by Startups.co.uk in 2008. The company is a part of the UK Government Gateway Alliance Program and Microsoft's Accelerator Program.

In October 2008, Huddle.net launched on the LinkedIn application platform as the only non-U.S. company, alongside the likes of Amazon and Google.

Who Uses Huddle and How Do They Use It?

Huddle is used by individuals, teams and organizations of all shapes and sizes including, but not limited to:

- + Board-level collaboration
- + Marketing departments
- + Sales teams
- + Government organizations
- + Professional services firms
- + PR agencies
- + Design, advertising, brand, marketing and media agencies



- + Investment, finance and private equity firms
- + Medical and pharmaceutical firms
- + Students, universities and education organizations
- + Non-profits

HUDDLE FOR SALES TEAMS

- + Create a recurring meeting place with your customers and share important documents
- + Increase the speed of contract negotiations with version control



HUDDLE FOR MARKETING AND PROJECT TEAMS

- + Share information externally with agencies, partners and suppliers or internally with the board
- + Avoid the typical problems with email systems and FTP servers (version control, no audit trail, etc.)



HUDDLE FOR EDUCATION AND TRAINING

- + Collaborate on specific school, university or scientific projects breaking geographical barriers
- + Use it as a hosted, out-of-the-box project and document workspaces for student projects



HUDDLE FOR LOCAL AND STATE GOVERNMENT

- + Collaborate on policies and share information with other government departments, agencies and consultants
- + Control access to sensitive documents



Customer Service

InterCall provides support and customer service to all InterCall Huddle customers.

InterCall Huddle customer support is available on the [Support Center](#) where you will find answers to your frequently asked questions.

More Information about Huddle

ONLINE RESOURCES ARE AVAILABLE AT:

- + Huddle demo: <http://www.huddle.net/take-the-tour/>
- + Case studies: <http://www.huddle.net/buzz/case-studies/>
- + User testimonials: <http://www.huddle.net/buzz/what-users-say>
- + Press accolades: <http://www.huddle.net/buzz/what-press-say>
- + Press releases: <http://www.huddle.net/press/>

Next Steps

Contact your InterCall meeting consultant for more information or to get your free account. You can also visit <http://intercall.huddle.net/welcome>.

Frequently Asked Questions

Q: What security guarantees are there for my data in Huddle?

A: Huddle offers full secure socket layer (SSL) encryption (as secure as banks) across the application. Data is encrypted when stored on servers and fully backed up. Service level agreements (SLAs) are available at enterprise level guaranteeing data recovery and uptime. Independent penetration tests have shown 'no known vulnerabilities'.

Q: Can permissions be controlled within Huddle? Can functions be switched on/off in different workspaces?

A: Each workspace set-up is completely private until users are invited into it. Permissions can be set at the folder level within each workspace offering 'view only' or 'none' visibility of files to users. On enterprise packages managers can choose which tools are available to users, i.e., switch off workspace tabs.

Q: What is the difference between a manager (license holder) and a standard user?

A: Managers (license holders) can set-up a new workspace and administer existing workspaces. Users are free of charge and unlimited on every account, are subject to permission settings and can simply participate in workspaces.

Q: What are the support hours for U.S. customers?

A: Huddle's support center is available 24/7 and offers answers to frequently asked questions, user guides and video tutorials. InterCall's support team is available as usual to handle all questions that cannot be answered here.

Q: Who are Huddle's main competitors?

A: Huddle offers a unique concept for an online collaboration network; however, some of you may be aware of techy web tools such as Basecamp or expensive enterprise level tools such as SharePoint.

Q: Who are some of Huddle's customers?

A: Huddle is used by organizations of all shapes and sizes including Proctor and Gamble, Nokia and Xerox, as well as government organizations and small businesses.

Q: What is the difference between the web and enterprise packages?

A: Web packages only offer one license and minimal or no customization. Enterprise packages offer full set-up support, training, customization, multiple license holders and increased storage and workspace allocation.

Q: How customizable is Huddle?

A: Enterprise packages come with a custom URL (<http://mycompany.huddle.net>) and the ability to brand the dashboard page, invitation page and individual workspaces with your company logos. At the enterprise level, managers can also switch off tabs within workspaces.

Q: Do I have to host Huddle myself? Can I host it myself if I choose?

A: Huddle is only available as a Software as a Service (SaaS) application; it cannot be hosted elsewhere. This allows greater accessibility for users (access Huddle securely from any location worldwide). Internet Protocol (IP) source locking is available if a company wishes to lock access down to a specific set of IP addresses.

Q: What format and size of files can I upload to Huddle?

A: Huddle allows all formats of files to be uploaded of any size, up to 2GB per file.

Q: This is really new to my business. How can I encourage user adoption?

A: The ease of use, virality and obvious benefits Huddle offers encourages high user adoption. If this is still a concern, a senior sponsor within an organization can help ensure use of the application by involving users with Huddle fully from day one, which will help to quickly see time and cost saving. Before users are invited to workspaces it can often help to send out company-wide news announcements about the benefits of Huddle to the organization. It is also advisable for a manager to set-up folder structures and key documents, discussions and tasks within a workspace before inviting users.