



Case Study

The Heritage Group

Founded in 1930, The Heritage Group is a diverse growth-oriented company focused on innovation, quality and service. Comprised of over 30+ individual business units, The Heritage Group serves highway construction and materials, environmental services, energy and chemical refining industries. Headquartered in Indianapolis, IN The Heritage Group's reach is far and wide both domestically and internationally with a client network that spans the globe.

Challenge

With such a varied and geographically diverse company, there can certainly be communication challenges. Kyle Masur, Director of THG's IT shared services group, was tasked with finding a way to bridge communication barriers across all geographies. "With so many of our business units being located away from our Headquarters office, we needed to seek out ways to improve synergy and collaboration across all business units." explained Kyle.

Solution

The idea of a brand new building designed specifically for improved collaboration was born. The new building, affectionately known as "The Center" will be centrally located and easily accessible to many of The Heritage Group's business units. It will have lab space, conference rooms, work spaces and a 300+ seat auditorium. The Center will be fully audio visual capable, with interactive white boards, presentation capabilities and video conferencing.

IDSolutions partnered with The Heritage Group to bring Lifesize Video conferencing to The Center. After completing a proof of concept, Kyle and his team decided to deploy Lifesize video conferencing using a hybrid model. The Heritage Group has 150 Lifesize cloud users, 6 room-based systems, as well as several units deployed in executives' home offices to work remotely.

Result

Video collaboration is now available for more than 2,000 employees across the company. "One of the best things about Lifesize cloud is that it is not complex to schedule or use," explained Kyle. Users can place and receive calls with very little IT help. We also encourage our users to contact IDSolutions' Help Desk for remote support when needed.

As adoption and demand increase, Kyle plans to add additional video endpoints as needed. "We are very excited about increasing our use of video conferencing and how it can help grow our business."

