MindLink transforms IT Support Operations for faster incident resolution & reduced impact of system downtime

MindLink provides central place to access information & system alerts for more effective IT management - keeping C-level & management proactively up-to-date

The Institutes™

"We use MindLink a lot! Our users love it. Features such as the 'LiveStream' & the availability on browser and mobile enable our IT operations to be more agile"

Mike Antenucci,
Senior Network Administrator

About MindLink

MindLink is a highly secure Chat Enabled Collaboration (CEC) platform built specifically for enterprises. Think of us as a secure alternative to WhatsApp™, designed for business use.

MindLink's messaging & collaboration app encourages employees to stay connected, reduce Email usage and build a more agile business. It provides mobility, security, compliance and advanced integration whilst connecting to UC platforms such as Microsoft Lync & Skype for Business.

For more information:

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The company

The Institutes, headquartered in the US, is a leading Industry Education and Certification business for the risk management & insurance community. The firm delivers on-site and online classes to their customers as well as testing services and certifications, offering customer-focused, innovative educational solutions.

The need

Being an IT intensive business, it is critical to maintain user uptime and resolve issues like service outages rapidly. System issues can impact customers being unable to access study material or exams and result in poor customer satisfaction or Word of Mouth. This is being amplified by increasing demand of online & mobile solutions rather than traditional in-person courses. The IT Group recognized a need to deliver better service to end users, resolve issues fast and keep management pro-actively informed.

The business provided IT with specific needs and research commenced. The Executive council wanted a place to post messages to specific groups, broadcast to all employees, get alerted of system issues and generally be up-to-date with IT operations - critical for the smooth running of this business. The tool also needed to leverage their existing Lync 2013 infrastructure, support mobile working and run on diverse systems such as Windows, Mac & Linux.

The answer

The use of Email & SharePoint wasn't good enough. Using an advanced real-time chat solution was high on the agenda. After a brief Google search for 'Lync + Chat' the company came across MindLink.

Utilizing **MindLink Anywhere for Windows & Mac** and **MindLink Mobile for iPhone & Android**, MindLink enables users to better address the critical nature of IT needs whilst keeping all stakeholders informed and storing resolution steps & support notes as organisational assets for future reference and queries.
Outside vendors also have access to certain chat rooms to ensure system upgrades, and deployments can be done by internal staff and third parties jointly and smoothly, communicating & sharing attachments real-time in one single place.

The Institutes rolled MindLink out in a 'Big Bang' fashion. No training was required due to the intuitive MindLink interface and the cultural readiness of the Institutes.

The outcome

By utilizing MindLink, **the IT function has become more agile**. IT engineers can discuss critical information real-time without the Email clutter, solving issues faster, minimising the impact on the business. It enables more effective internal discussions and **significantly improved vendor relations**. A **better informed executive suite** can check on issue resolution anytime, accessing their Lync & chatrooms anywhere using the browser as well as broadcasting information to the entire firm. This, in turn, **fostered trust** amongst internal stakeholders.

MindLink benefits

More agile IT operations with access to data in the office & remotely
Accelerates incident resolution & minimises case impact
Easy adoption due to highly intuitive interface
Builds on existing Lync™ investment

The future

The firm is looking at **MindLink for SharePoint** to embed Chat into their portal – combining one-way with two-way communication & **MindLink Email Connector** to further automate processes, sending system alerts straight into chat channels.