



Reference Case



Customer Infinitas Learning is a Dutch educational publishing company and one of Europe's consequence of innovative and interesting teaching and learning resources. The organization consists of different companies, Liber (Sweden), Plantyn (Belgium), and Noordhoff (the Netherlands).

Challenge Manage the transition to Zoom, both from technical and user perspective and change the set-up in such a way that connecting meeting rooms, workplaces and external participants will be simple and with a high quality.

Results High interest of end users during the program, people were very happy that one tool for the entire company was rolled out and that Zoom just works!

The decision for Infinitas to introduce Zoom in the company, was based on the following reasons:

- Taking away barriers that hinder efficient collaboration.
- One standard for communication and collaboration companywide, instead of the big variety of collaboration tools they had.
- And move away from Skype for Business.



“Thanks to the pleasant cooperation with Duppal, we have realized a quick and smooth implementation of Zoom.”

Bert de Jong – Project Manager Group Infrastructure

“Since we have Zoom as our tool, the 10 minute dance at the start of each meeting is a thing of the past!”

– Clifton Cunningham, Chief
Technology Officer Infnitas Learning



About Duppal

Duppal has a 100% focus on adoption of (cloud) collaboration tools. Duppal delivers two types of services. First: Cloud Collaboration Tools as a managed service, like Pexip, Cisco WebEx and ZOOM. Second: Collaboration Consultancy Services.

The Consultancy Services include project management, functional designs and full Usage & Adoption programs. Ensuring the best user experience is leading in everything we do. For more information, visit www.duppal.com

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Duppal supported Infnitas in the following four project phases:

1 Discovery

Duppal interviewed several employees with different functions and from different locations to make sure Zoom fits the end user requirements.

2 Design

Duppal advised Infnitas in the technical framework conditions that should be in place, prior to starting with Zoom. This includes: technical checkup of the conference rooms and the Zoom environment.

3 Implementation

Duppal created a clear support process. This includes input for the communication campaign and for the Information Portal with for example Quick Reference Cards, Frequently Asked Questions and an end user training.

4 Usage & Adoption

Duppal executed multiple training sessions about how to use Zoom successfully. The training sessions were both remote and in class on the three different locations. Together with an intensive internal communication campaign, and floorwalking at the go live date. The training sessions and floorwalking were positively assessed.

Uniqueness of the project Within this project there was a high urgency, since the old set up was blocking effective communication. The close collaboration between IT and Duppal and the freedom Duppal had during this project ensured that all users were aware of the introduction program of Zoom. The Infnitas project team has experienced this program as very positive and the program has empowered employees to use Zoom.

Duration of the project

May 2019 – July 2019