



GATHERING TEAMS - SHARING CONTENT - TAMING CHAOS™



Success Story Overview

Industry:

Engineering Consulting

Challenge:

Share files and conduct web presentations with external clients, in a centralized and secure environment.

Solution:

Kryptiva's Teambox Suite.

Results:

- Reduced T&L expenses
- Closer client relations
- Reduced execution delays
- Enhanced corporate image

"We needed to find a way to increase the efficiency and productivity of our online interactions, file sharing, and also have the possibility to do remote training and support. Thanks to Kryptiva's Teambox we've been able to answer all these business needs within the same application."

Kevin Bourassa
CIO
Soutex, Inc.

Soutex

The mining sector has the distinction of being far from urban centers, making easy communication that much harder and critical. Companies working in the industry, and their partners, are always on the lookout for solutions that can optimize the quality and delays of the work being done.

Oftentimes, however, these solutions are far too costly and end up being accessible only to large enterprises. What alternatives are there for smaller firms?

The Situation

Given the nature of the work being done at Soutex, teamwork and collaboration with clients during projects is primordial to the success of the company. Using file sharing to give clients a way to track changes on a daily basis or web presentation to share ideas and updates on current projects are great tools to have.

The problem Soutex had to overcome was finding a solution that allowed them to offer these possibilities to their clients in a secure and friendly environment without generating a large expenditure. When evaluating Kryptiva's Teambox suite it became clear that it provided a unique offering.

Leading The Way

Founded in 2000, Soutex has grown over the years to become one of the largest groups of metallurgists and process engineers in Canada, bringing together a team of over 20 experts. The key to their success has been maintaining a customer oriented approach throughout project execution and, offering quality service and competitive rates to their clients.

Moving Forward With Teambox

Now that Teambox has been integrated in their routine, the Soutex team is now able to offer its partners a central environment from which they can work on projects together. Clients are notified and can view progress reports updates, project managers hold screen sharing sessions to review deliverables instead of taking the plane and the technical staff on site can easily contact the head office for training or support without having to move.

"Teambox sets itself apart with its diverse features and ease of use, including its web portal which is ideal for partners who cannot install software without consent of their IT staff." Kevin Bourassa, CIO, Soutex.

For Soutex and their partners this has meant a closer work relationship and more energy focused on finding solutions to problems in the field instead of behind the desk.