Stacy
Account Manager

Collaboration that's easy-to-use.

BlueJeans' cloud-based platform allows for seamless and easy-to-use video communication, saving both time and money. Exactly what ACARA needed. Stacy and the Macquarie Telecom team are all about listening to the needs of their customers.

Tired of the same old? So are we.

Legacy video conferencing that depends on unreliable bandwidth is often the only option for many organisations throughout Australia. So when the Australian Curriculum, Assessment and Reporting Authority (ACARA) recognised this gap within their own organisation – they set out for change.

In the search for something more efficient, dependable, and cost-effective, ACARA management set out to find a solution that specialised in 'face-to-face' communication. For Nimit Rawal, Chief Information Officer (CIO), the answer was simple: any new platform had to be easy to deploy and easy-to-use. So how did they gain access to something so 'easy'?

Making face to face meetings convenient.

Integrating a new, video communications platform seemed daunting. Investigating what's on the market, comparing suppliers, seeking references and testimonials to ensure they didn't settle for something that was mediocre. But Nimit had confidence that the effort would prove worthwhile.

Hosting meetings at ACARA required loads of bandwidth. This required their legacy platform to have its own dedicated, and costly, internet connection. However, bandwidth instability happened so often that offices in Perth were unable to communicate with Sydney. And that's kind of a big deal.

They simply lacked consistent download speeds, which frustrated employees and prevented widespread buy in. Given such limited communication resources, many employees actually preferred getting on a plane and flying to Sydney to meet, instead of using their existing platform. Sounds exhausting, right?

Something so simple, shouldn't be so hard.

After intensive research and investigation, ACARA turned to Macquarie Telecom for their guidance and recommendation. Nimit briefed his Account Manager Stacy on the problem he faced.

After meeting with Nimit and taking ACARA's needs into consideration, Stacy used her expertise to compare providers and find the best solution. Then one name came to Stacy's mind – BlueJeans: a cloud-first, user-based model to increase platform accessibility and efficiency.

It didn't take long after ACARA implemented BlueJeans that employees became confident in using the platform. That's right – no more long trips from Perth to Sydney and back. Being able to meet with greater ease and efficiency increased employee productivity, saved time, and reduced costly travel expenses.

The BlueJeans Outlook integration meant that users could join meetings from any device. With a link included in every calendar invite, it became the organisation's default meeting method. They found their 'easy'.

**Want to know more?
Visit macquarietelecom.com**

"**Thanks to Stacy and Macquarie Telecom, BlueJeans is now a critical part of ACARA's IT ecosystem. Every new employee receives a BlueJeans account.**"

Nimit Rawal, Chief Information Officer (CIO), ACARA