



HOW VKS MAKES IT HAPPEN WITH JOIN.ME

Challenge

As developments in technology and trade continually reshape the manufacturing industry, Visual Knowledge Share (VKS) is proving more vital than ever. With skilled workers leaving the labor force and taking their valuable experience with them, the Quebec-based company serves as a virtual brain trust for manufacturing know-how: through their software, companies can create and share machine maintenance procedures, work instructions and training materials from across a wide span of industries. Director of Business Development Ryan Zimmerman needed a web conferencing platform that was flexible enough to reach customers in over 30 countries, and could serve his various needs – ranging from product demos to remote customer support to software training sessions.

Solution

By choosing **join.me**, Ryan has found a powerful collaboration solution at the fraction of the cost of its competitors. With **join.me**, VKS provides:

- **In-depth instruction.** The ability to share and record screens allows VKS to provide more robust customer training sessions.
- **Perfect presentation.** Ryan uses annotation to emphasize key concepts, and pass presenter to seamlessly share the stage with collaborators.
- **Accessibility options.** A list of international dial-in numbers allows VKS to easily contact clients in any country, and expand their reach.
- **Real value.** **join.me** offers diverse features and flexibility at a very low cost.

Results

join.me is helping VKS become more effective than ever in providing manufacturing knowledge to the companies that need it. Training sessions for VKS software are simple for customers to join, more dynamic, and more effective. **join.me** enhanced every aspect of VKS's communications both internally and externally, allowing them to stay on the industry's cutting edge.

✔ Visit **join.me** for more information.



Industry: Computer Software

Headquarters: Quebec, CA

Number of Employees: 25

"When it comes to training, it's extremely helpful to be able to have a tool where we can share screens, highlight key points, and record information for viewing later. We had no chance of operating to the degree that we do without it."

– Ryan Zimmerman,
Director of Business Development

