

CASE STUDY

Jouve Fast-tracks Digital Transformation with BlueJeans Gateway

Jouve is a 115-year-old family owned French company with roots in the printing business. For decades, they have helped their clientele in different industries like banking, public sector, manufacturing, and patent offices to optimize their business processes and enhance and distribute their data. Jouve's success in retaining an impressive array of customers comes from a customer-centric approach that focuses on innovation and compliance.

When Sébastien Drouin, the current CIO and CTO of Jouve, joined the company in late 2018, he was given a mandate by Thibault Lanxade, President of Jouve to modernize the entire company. This included considering the product offerings that needed to be aligned with the market, while managing client expectations in a digitized, data-rich world. This had to be done in parallel to assessing the collaboration tools that Jouve used internally. Sébastien quickly realized he had to take some major steps in order to drive digital transformation within Jouve.

Driving a Digital Transformation Within a Short Timeframe

Jouve has been no stranger to digital transformation throughout its illustrious lifespan. For instance, Jouve was the first to introduce CD-Roms to the market when that technology was very nascent in France. Throughout their history, Jouve has played a significant part in bringing the latest technology of data management to their clients. Sébastien himself has also been in the forefront of driving transformation projects for other companies in his career across the globe. However, the President wanted this transformation done rapidly and the CIO had the incredible challenge of completing Jouve's transformation within a timeframe of only two years.



Industry: Data Management, IT

Challenges: Transform and simplify dated collaboration and video conferencing practices through the organization quickly. Connect a heterogeneous environment of room systems to Teams.

Solutions: BlueJeans Gateway for Microsoft Teams connects existing conference rooms and accelerates Teams deployment. BlueJeans Events for large-scale townhalls and board meetings connects geographically disparate offices.

Results: Accelerated Jouve's Digital Transformation with speedy adoption of Microsoft Teams. Greater collaboration between team members and offices. Saving time and resources (approx. 50,000 euros/year) spent on travel.

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– SÉBASTIEN DROUIN, CIO AND CTO, JOUVE

Sébastien knew he had to work with the most advanced technology providers in the industry to completely overhaul Jouve’s platform. After looking at different options, Sébastien and his team decided to partner with Microsoft for their collaboration needs. Microsoft Teams was the right solution to provide a one-stop collaboration platform that would bring together Jouve’s disparate teams operating in different offices around the world and streamline their communication muscle.

With multiple sites around the world (6 in France, 1 in Romania, 2 in Madagascar, and 2 in India, with two subsidiaries in the US), connecting geographically dispersed teams had been traditionally difficult at Jouve. Everyone seemed to be working in silos. “When I came in, I realized we were a few years behind on collaboration best practices,” Sébastien said. “It was critical to ensure Microsoft Teams was deployed and scaled quickly throughout the organization in order to meet the tight timelines for Jouve’s transformation.”

Fast-tracking Collaboration with Microsoft Teams and BlueJeans

In order to make sure employees were using Microsoft Teams, Sébastien and his team conducted comprehensive trainings and created a Teams adoption plan to make sure

it was being used extensively. Sébastien and his team noticed a significant improvement in how well teams and individuals were collaborating after deploying Microsoft Teams.

After the initial emphasis on ensuring Microsoft Teams was enabled for employees across the organization, the IT team at Jouve quickly realized the next step to successfully improve collaboration would be to equip their room systems with Teams. This would ensure that employees could walk into any meeting room and start a Teams meeting with minimal hassle. The IT team in Jouve wanted to find the right solution that would complement the Microsoft platform and would not require replacing their existing videoconference devices. Also, BlueJeans Gateway allowed Jouve to use different brands of videoconferencing such as Lifezise, Poly, Cisco, etc and therefore not be locked in with only one provider.

Pure-SaaS Cloud Video Interop for Teams Meetings

Philippe Lucas, Unified Communication Manager, had been familiar with BlueJean’s reputation of providing a pure-SaaS Cloud Video Interop (CVI) solution for Microsoft Teams. BlueJeans Gateway for Microsoft Teams provided the simplicity and reliability that Jouve was looking for —

the perfect addition to drive their transformation goals forward. BlueJeans' SaaS-based architecture was simple to deploy, manage and scale — reducing complexity and allowing the IT team to focus on other aspects of their digital transformation project. Implementing Teams video conferencing in their conference rooms rapidly increased Microsoft Teams usage among the employees as well.

“When you go into a conference room and it takes 15 minutes to start a meeting and you're waiting with a client or a partner, it makes for a poor experience.” Sébastien says. “In the end, the solution needs to work properly, and it needs to be simple. That's what BlueJeans does.”

With BlueJeans Gateway, now there is no longer any need to set up conference rooms in advance for a meeting. Anyone can include the chosen conference room in the calendar invite, and simply start the meeting right on time. For Jouve, BlueJeans Gateway has created the new standard of how simple and easy a technology solution can be.

Sébastien loves BlueJeans Gateway because it merges with Teams so well that users hardly know that there is an additional service connecting a Microsoft Teams meeting to the Polycom hardware. He is impressed with how easily the executives in his company are simply able to walk to a conference room and click on one button to start a meeting. “It works perfectly — and we don't even need to talk about it. That's when you know it's working!” Sébastien says.

BlueJeans Events for Large-Scale Meetings

Microsoft Teams is the solution of choice for all internal and external meetings. However, Jouve prefers to use BlueJeans Events for large-scale townhalls that needs to support all 2000 of their employees worldwide each quarter. Previously, Jouve would have board meetings where members would present quarterly data through conferencing and then board members would travel to different sites in person as a part of the discussion. With BlueJeans Events, Jouve has been able to reduce the time and costs of travel by about 50,000 euros per year by conducting their quarterly board meetings online. Sébastien foresees that Jouve will rely on virtual townhalls and webinars with BlueJeans Events more and more in order to bring their different offices together in the future.

ABOUT JOUVE

Jouve is a company specializing in data management, helping clients with their digital transformation goals. For decades, Jouve has helped their banking, public sector, industrial, and patent office clients optimize their business processes and enhance and distribute their data. This business, data, and user centric approach enables Jouve to facilitate customer acquisition, meet challenges in terms of regulatory compliance, and guarantee the success of their digital products and services. Thanks to this unique positioning, Jouve combines robustness and agility to offer their clients disruptive innovation adapted to the changing needs of the markets.