

Carousel Industries Of North America, Inc

Introduction

This case study of Carousel Industries of North America, Inc is based on a March 2021 survey of Enghouse Vidyo customers by TechValidate, a 3rd-party research service.

Challenges

The business challenges that led the profiled company to evaluate and ultimately select Enghouse Vidyo:

- The vendors they replaced or evaluated before choosing Vidyo:
 - Microsoft Teams
 - Zoom
 - Cisco/Poly
- The challenges they were experiencing with their previous vendor(s) prompting them to evaluate Vidyo:
 - Low video quality
 - Price point

Use Case

The key features and functionalities of Enghouse Vidyo that the surveyed company uses:

- The Vidyo products the organization is currently using:
 - VidyoConnect
 - VidyoRooms
- The top purchasing drivers for buying Vidyo:
 - Reducing costs
 - Integration capability
 - Secure calls and data
 - Video quality
- Rates the following Vidyo capabilities compared to the competition:
 - Security: significantly better
 - Ease of use: significantly better
 - Reliability: significantly better
 - Features: significantly better
 - Integration: significantly better

Results

The surveyed company achieved the following results with Enghouse Vidyo:

- They greatly increased their usage of Vidyo internally due to the pandemic
- The operational benefits their organization realized following the deployment of Vidyo:
 - Improved the efficiency of a business process
 - Reduced IT infrastructure costs
 - Improved customer experience
- They increased the productivity of their staff by 20-30% using Vidyo
- They increased their user satisfaction by 30-40% with Vidyo

Company Profile

Company:
Carousel Industries of North America, Inc

Company Size:
Large Enterprise

Industry:
Computer Services

About Enghouse Vidyo

Enghouse Systems Limited is a leading global provider of enterprise software solutions serving a variety of distinct vertical markets. Its strategy is to build a larger and more diverse software company through strategic acquisitions and managed growth

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