

## Success in Internal Training Results in Growing Use Across the Enterprise



### About Comsys, Inc.

**Headquarters:**  
Houston, Texas

**Number of employees:**  
3,150

**Line of business:**  
IT staffing services, vendor management and outsourced projects

**Target markets:**  
IT departments in telecommunications, healthcare, banking, insurance, energy and government agencies, also technology and consulting firms

**Has been a WebEx customer:**  
Three years



### WebEx Customer Success Story: COMSYS Information Technology Services, Inc.

COMSYS Information Technology Services, Inc. is a leading provider of IT staffing services and solutions to corporate clients and government agencies across the U.S. COMSYS manages its distributed consultant organization of over 2,700 IT professionals with a corporate and field operations staff of 450 people located in 30 offices nationwide.

#### The Challenge

Based on changing economic conditions and increased focus on controlling expenses, COMSYS needed a way to deliver training to 350 professionals in its sales and recruiting organizations. The company had already designed and delivered the first phase of a two-part corporate training program, consisting of six onsite training sessions conducted during a six-week road show to various U.S. locations. Each three-day session was attended by approximately 60 members of the sales and recruiting organizations, with most attendees, as well as the trainers, traveling from remote locations. The company's travel costs for the first phase of the training program reached \$300,000, not including the lost productivity of having sales staff out of the office for at least three days at a time. COMSYS needed to deliver the second phase of its training, without incurring the expense of onsite attendance, and reduce the time its professionals would need to spend out of the office.

#### The Solution

COMSYS determined that the way to achieve its training objectives was to deliver the second phase of training via live, online sessions. After evaluating several alternatives, COMSYS selected WebEx because it projected a lower overall cost compared to the expense of running and administering an in-house solution. With WebEx, COMSYS could avoid overloading its IS organization with managing software, network and bandwidth issues, and the other challenges of delivering live, multimedia communications services for its training needs.

WebEx offered a level of flexibility in accommodating audiences of various sizes, which proved to be an advantage over other teleconferencing providers. Some companies required advance notice if online attendance was expected to exceed a predetermined limit. Even if extra participants did not log in, the host would still be billed additional charges for reserving the lines. Other providers had performance problems with COMSYS' network and computing infrastructure. And finally, COMSYS considered the possibility that other uses could emerge beyond its internal training needs, making the range of features offered by the WebEx suite of services an important consideration.



**“WebEx is embedded in our culture now. Anytime people have to communicate something quickly to a sizeable group, they use WebEx. If you look at everybody’s time and the travel savings, the ROI is substantial. It’s millions of dollars.”**

Ralph Kirkland,  
Vice President for HR and Development

### **The Benefit**

With WebEx, COMSYS delivered the second phase of their program as a fully interactive online solution. COMSYS averted over \$300,000 in travel expenditures that occurred in phase one. With one-hour online segments over a 12-week period to replace the three-day intensive sessions, COMSYS sales and recruiting teams are able to focus on and retain training information more comfortably. COMSYS participants find it convenient to attend training sessions from any Web-enabled location. There is also the flexibility of frequently scheduled classes and access to training archives for review on demand. Additionally, the registration feature was so effective in generating attendee participation that it has been made available for scheduling live onsite training classes as well as WebEx sessions.

But the benefits of adopting WebEx don’t stop there. As COMSYS employees engage in WebEx training, they recognize other ways of leveraging its online meeting capabilities. For example, COMSYS provided vendor management solutions to its clients that included the use of online systems. The company was able to replace its time-consuming and costly onsite training on these systems with WebEx, in some cases enabling COMSYS to deliver training to clients previously beyond reach. As a result of employees quickly grasping the value of conducting meetings and training via WebEx, more than 45% of the company’s current WebEx sessions are used to engage external constituents. COMSYS employees also began to engage in basic information sharing within and between workgroups, field staff and other remote members of their organization. The average number of COMSYS employees using WebEx has doubled in the past 12 months alone and the company has found the savings in time and travel to be significant. WebEx is now among COMSYS’ top choices for internal and external communications.

### **The Future**

COMSYS has begun to use WebEx to reach its large and widely distributed consultant population of IT professionals. For example, a new program of weekly "Hot Topic" online seminars delivers timely information on technical developments and trends in IT. Another program, intended to support the company’s consultant relations, features company executives in a Web-enabled "town hall" format. In the near future, COMSYS plans to deliver addresses from its CEO using WebEx’s video capabilities. The company feels strongly that WebEx is embedded in its culture and is a primary solution for business communications.



CORPORATE HEADQUARTERS: WebEx Communications, Inc., 307 West Tasman Drive, San Jose, CA 95134 USA  
Tel: +1.408.435.7000 Fax: +1.408.435.7004

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