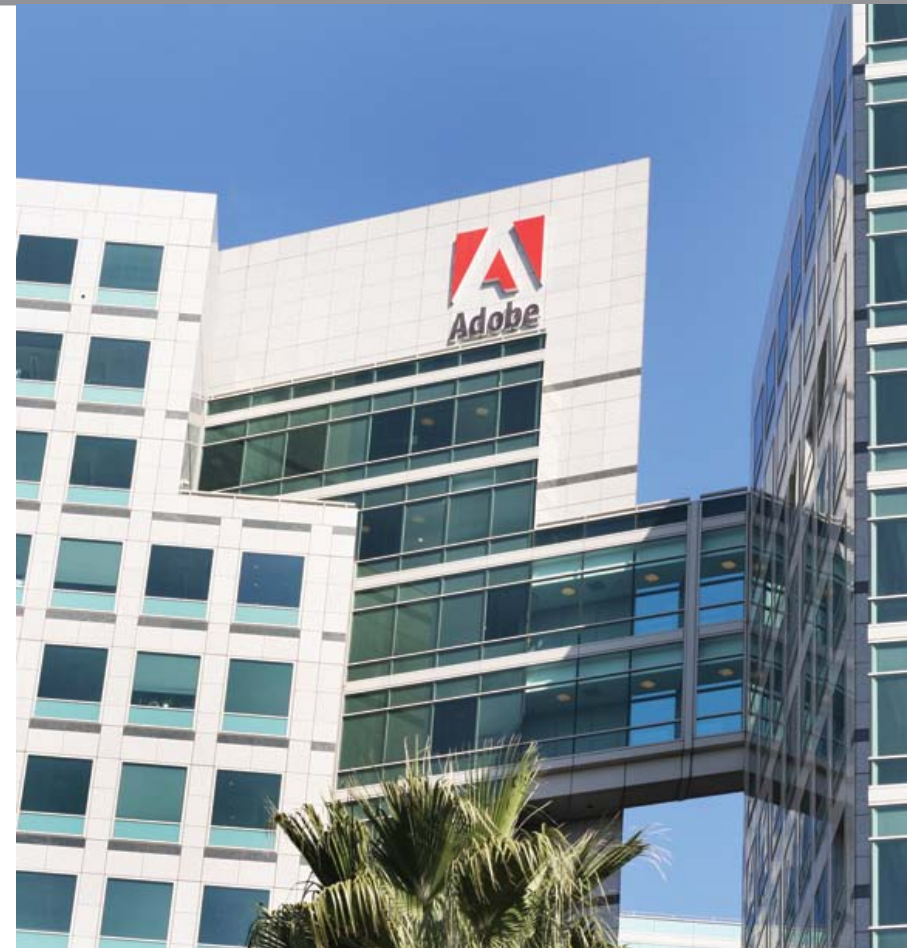


# Adobe® Connect™ Customer References

## Benefits Overview

This document highlights Adobe customers who have identified some level of quantified benefits associated with their use of Adobe Connect. In many cases, the Connect implementations highlighted here also include mentions of other Adobe solutions. Measured benefits range from calculated ROI over a period of time to quantified time savings or productivity gains associated with business activities. Full success stories for the customers highlighted in this document are available by searching on Adobe.com. In addition, many other customer references can be found on Adobe.com, simply by searching on the Customer Showcase section of the Adobe website.



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# Government



## Florida Department of Law Enforcement

The Florida Department of Law Enforcement (FDLE) is a classic case of an organization challenged with keeping pace with educational needs. Local and state departments in Florida—with a total of 80,000 law enforcement staff, correction officers, and probation officers—look to FDLE to provide the required training resources. Constantly seeking more effective ways to support its law enforcement constituency throughout the state, the FDLE is using an innovative, leading-edge solution: eLearning delivered on-demand with Adobe Connect software.

*“With Adobe Connect, we saved more than \$100,000 in the first six months by eliminating travel costs for officers,”* says Steve Casey, director of Florida Criminal Justice Executive Institute and chief, Bureau of Professional Development.

*[Click here to read the full story](#)*



## Tribunale di Cremona (Court of Cremona)

The Court of Cremona is an efficient unit of the Italian legal system. Fourteen judges and fifty employees work at the court which assembles about seven times a week, tackling as many as 13 criminal trials each time. Using a combination of Adobe LiveCycle® solutions and Adobe Connect, the court is supporting an end-to-end process for holding legal proceedings with dispersed parties and efficiently delivering all required case documents.

The anticipated savings are impressive, including:

- Estimated €1 million in cost reduction over three years by using Adobe solutions to support digital trials and to train employees
- Estimated training costs for lawyers, as well as travel and training costs for detainees, is approximately €467,000 a year

*[Click here to read the full story](#)*



## U.S. Department of Defense, Defense Information Systems Agency

The Defense Information Systems Agency (DISA) is a combat support agency that plans, engineers, and maintains global net-centric solutions serving a diverse group of autonomously managed United States Department of Defense (DoD) enterprises. These include the Office of the Secretary of Defense, the Joint Chiefs of Staff, Combatant Commands, and the nation's military branches. As a result, DISA identifies and deploys interoperable systems that meet the highest standards for security, availability, and quality. United States military personnel on land, sea, and in the air can collaborate and communicate around the clock using Adobe Connect through a single, secure portal.

*“Adobe Connect shows that Adobe is listening to its user base and is evolving its solution to better meet the requirements of all groups that need to collaborate to accomplish goals,”* says Lieutenant Colonel Karl Kurz.

The scope of this project is enormous, including:

- Supporting 5.3 million users 24 hours a day, 7 days a week around the globe, including airborne pilots and ship personnel
- Approximately 1,200 new users registering every week
- Hosting the largest live meeting in the history of the DoD

*[Click here to read the full story](#)*

U.S. Department  
of Defense,  
Defense Information  
Systems Agency

## U.S. Federal Highway Administration

The Federal Highway Administration (FHWA) is a major agency of the U.S. Department of Transportation that is charged with the broad responsibility of ensuring that U.S. roads and highways continue to be the safest and most technologically up-to-date. The FHWA uses Adobe Connect software to improve staff training and communication with just-in-time web conferencing and eLearning activities.

*“At times, our training costs were up to \$1,200 for one person,” says Deborah Gwaltney, knowledge exchange manager. “By using the Adobe solutions to support our eLearning efforts, we realize remarkable savings. Throughout the organization, training is taking place that otherwise might not have been offered.”*

*[Click here to read the full story](#)*



# Financial Services, Insurance, and Real Estate



## Financial Services, Insurance, and Real Estate

### Allianz

The Allianz Group is one of the world's leading providers of insurance, banking, and asset management. To create and deliver high-quality, cost-effective eLearning content to employees and partners worldwide, the company is using Connect.

*“Initially our main argument was that eLearning would provide a cost savings of up to 30%, compared to traditional training seminars,” says Katja Ruisinger, manager of eLearning services. “This is indeed true, but not the only benefit.”*

*[Click here to read the full story](#)*



## Financial Services, Insurance, and Real Estate

### BNP Paribas

BNP Paribas is one of the strongest banks in the world within its peer group, according to Standard & Poor's, and the largest bank in the eurozone in terms of deposits. With a presence in more than 80 countries and more than 200,000 employees, including 160,000 in Europe, BNP Paribas is a leading European provider of financial services on a worldwide scale.

Aiming to find ways to support and strengthen its relationship with clients, BNP Paribas adopted Adobe Connect to launch an innovative online support service called Net Agency, which enables financial advisors to instantly connect with clients via web conference.

“Adobe Connect was fast and easy to deploy and configure, and fully met our expectations. Most importantly, our advisors and clients found the solution very easy to use, which was pivotal to the success of this project,” says Laure de Tilly, head of online development operations at BNP Paribas, Retail Banking.

In addition to giving advisers new ways to connect with clients, BNP Paribas:

- Achieved 100% conversion rate for online purchases and transactions
- Currently conducts an average of ten client video conferences per week
- Provided instant, reliable, and unobtrusive access to rich engagement tools

*[Click here to read the full story](#)*



## IFFCO-TOKIO Insurance Services Limited

IFFCO-Tokio General Insurance Co. Ltd. (ITIS) is one of the leading general insurance companies in India. ITIS has a pan-India presence, with a network of more than 150 offices and a workforce of over 1,000 employees. With its workforce spread across India, professional development was increasingly becoming a challenge for the organization, and traditional classroom training methods no longer satisfied the demand. Besides being expensive, arranging classroom training for employees in more remote or outlying cities was also not feasible from a logistical point of view.

*“Classroom training can be costly and time consuming. But it was also essential for employees to go through regular training on different subjects to update themselves and be more productive in their work,”* says Pragati Kakkar, Head, training and development at ITIS.

The company uses Adobe Connect as the basis for its eLearning platform; creating, maintaining, and publishing content online with Adobe Connect for nationwide access by employees. In addition to making training content easier to access for employees, the company also:

- Reduced training costs by 90%
- Reached employees in remote geographic areas
- Accelerated new hire training

*[Click here to read the full story](#)*



# Education



## Academy of Art University

The Academy of Art University prepares aspiring artists and designers for professional careers by delivering undergraduate and professional degree and certificate programs. The university wanted to extend the reach of its programs, using 21st-century technologies and adopted Adobe solutions to extend the physical boundaries of its San Francisco campus and enroll record numbers of students into virtual, accredited, degree and certificate programs.

With Adobe Connect, students worldwide have instant, reliable access to rich, engaging online courses that mirror the courses offered on campus. The Adobe solution helps the university recruit more students at substantially lower costs, and expands the number of classes that can be offered, which helps to generate new revenues.

*“Adobe Connect enables us to take web-based higher education to the level we always envisioned—by leveraging Adobe technology to easily reach students and prospective students worldwide,”* says Jason Shaeffer, director of online studies at Academy of Art University.

In addition to being able to offer online courses, Academy of Art University:

- Achieved approximately 30% conversion rate for online recruitment campaigns
- Expanded the number of courses offered from 2 to 700
- Produced more than 10,000 pieces of video content
- Saved tens of thousands of dollars annually by replacing time-consuming and expensive on-site events with virtual events

*[Click here to read the full story](#)*



ACADEMY of ART  
UNIVERSITY

FOUNDED IN SAN FRANCISCO 1929

## Austin Community College

As one of 50 community college districts in Texas, Austin Community College (ACC) is among the largest and fastest growing two-year colleges in the nation. The college is home to more than 36,000 credit students, 2,350 faculty and staff, and seven full-service campuses with an eighth campus opening in 2010. Through eLearning and web conferencing sessions delivered using Adobe Connect software, educators at the ACC Visual Communication Department are not only redefining the possibilities for teacher-student interactions and getting students more engaged in learning, but is also benefiting the environment.

*“Over the course of a semester, archiving classes in Adobe Connect saves me 40 hours or more,” says William Rainey, associate professor of Visual Communication. “With 20 to 25 hours of lecture time and 96 student contact hours per semester, per class, that’s a substantial savings.”*

*“The most ‘green’ thing we can do is increase the efficiency of what we have in place,” says Rainey. “By using Adobe Connect to deliver an online experience that is just as rich or richer than what we deliver in the classroom, we can move more students online, reducing the need for environmentally costly commutes and public meeting spaces, all while enhancing the learning experience.”*

*[Click here to read the full story](#)*



## Clemson University

Clemson University combines the scientific and technological prominence of a major research university with the highly engaged academic and social environment of a small college. With 5,000 full- and part-time staff and faculty and approximately 17,000 students, and 55 sites worldwide, the university is focused on being an education leader. Clemson's information technology organization is committed to raising the university's environmental consciousness, reducing the campus' carbon footprint, and maximizing resources, while providing best-in-class collaborative technology using Adobe Connect, Adobe Captivate®, and Adobe Flash® Professional software.

*“With Adobe Connect, we’ve seen improvements in administrative collaboration, enhanced student learning, and greater efficiencies in IT. Also significant, we’re meeting environmental sustainability goals by reducing resource use,”* says Kathy Hoellen, director of teaching and learning services.

Advantages the Adobe solution provides to Clemson include:

- A 1,000% increase in web collaboration
- A quarter of a million online sessions in one year
- A reduction in travel expenses
- A savings of thousands of reams of paper
- Over 8,000 people now meeting online rather than in person

*[Click here to read the full story](#)*



## Florida Center for Instructional Technology (FCIT)

Established in 1982, the Florida Center for Instructional Technology (FCIT) has been a leader in working with educators to integrate technology into their curricula. To provide rapid, reliable training to K-12 teachers across the state, FCIT regularly uses Adobe Connect.

Recalling the days when staff development relied entirely on face-to-face meetings, Michael Sweeney, senior training specialist, praised how the advent of Adobe Connect changed his profession. *“We no longer have to conduct expensive four-day onsite training sessions, after which we may never see the participants again,”* says Sweeney. *“Now we are mentors and trainers with ongoing, long-term relationships.”*

*[Click here to read the full story](#)*



## Middlesex University

The National Centre for Work-Based Learning Partnerships (NCWBLP) at Middlesex University offers a wide range of higher education courses for people working full-time. As its base of international customers grew, and NCWBLP was offered projects in regions worldwide, the costs and even sometimes the safety of sending tutors to perform assessments or work directly with students could be problematic. To address this challenge, NCWBLP turned to Adobe Acrobat® and Adobe Connect to provide students with fully interactive web-based courses filled with multimedia.

Now, when work-based learning students located abroad finish their projects, Middlesex tutors can remotely assist them, saving thousands of pounds in travel. *“Previously, the model was that instructors had to fly to an international office and spend a few days there,”* says Anthony Basiel, senior learning development tutor. *“The cost incurred with sending three or four people to Cyprus and putting them up in a hotel can be quite demanding. So our savings have been considerable.”*

In addition to the cost savings, the rich, interactive eLearning supported by Adobe solutions delivers several additional benefits to NCWBLP, including:

- Won top United Kingdom award for eLearning
- Improved capability to deliver rich, interactive eLearning courses
- Increased flexibility for tutors and students

*[Click here to read the full story](#)*



# Manufacturing



## Manufacturing

### Grundfos

Based in Denmark, Grundfos is the world's largest manufacturer of circulation pumps. With its large employee base and complex products, Grundfos has its own training academy that today is supported in part by Adobe Connect.

*“With Adobe Connect, we can rapidly create and assemble a complete training presentation in less than three hours—previously it could take three weeks just for the planning and storyboard,”* explains Ole Kristensen, senior eLearning consultant. *“We can now train our staff worldwide on a given topic within 24 hours. This is truly rapid learning. Thanks to Adobe Connect, we can train our employees worldwide faster and more cost effectively than ever.”*

*[Click here to read the full story](#)*



## Toshiba America Business Solutions (TABS)

TABS is responsible for the planning, distribution, marketing, sales, and support of Toshiba's copier, facsimiles, and multifunction printing products as well as toner products and network controllers for the United States, Mexico, Latin America, and the Caribbean. The company uses Adobe Connect to conveniently and efficiently train sales representatives and dealers worldwide.

By leveraging Adobe Connect to quickly and cost-effectively train staff and partners, TABS is realizing several benefits, including:

- Reduced compliance training time by 33%
- Cut Six Sigma training down from seven onsite hours to three 45-minute online modules
- Condensed multi-day training curriculum into one- or two-day events

*[Click here to read the full story](#)*

# Life Sciences



## Children's Hospital Boston

Founded in 1869, Children's Hospital Boston is the nation's leading pediatric medical center, and the primary pediatric teaching hospital of Harvard Medical School. The hospital's facilities consist of a large medical complex, a smaller hospital located about 30 miles outside of Boston, and several satellite centers. A critical element to efficient hospital operations is ongoing training for staff to ensure compliance with requirements from the Joint Commission on Accreditation of Healthcare Organizations and professional accrediting agencies.

Using Adobe Connect, the hospital is providing valuable training to its dispersed and diverse staff, saving an estimated hundreds of thousands of dollars annually in travel expenses, while providing staff with more time to focus on their core responsibilities.

*[Click here to read the full story](#)*



Children's Hospital Boston

### **MedPoint Communications, Inc.**

MedPoint Communications is a world leader in providing marketing services to the biopharmaceutical and global healthcare industries. The company uses Adobe Connect software to efficiently reach more physicians with timely information via its Speaker Program.

*“With Adobe Connect, we’re helping our clients drive down the cost of healthcare marketing,” says Brian McFadden, vice president and general manager of virtual media. “We can provide an unprecedented level of information and education using an innovative approach that eliminates expensive and time-intensive travel.”*

Adobe Connect has replaced in-person speaker-training events for hundreds of physicians hosted at expensive venues, and has resulted in:

- A decrease in the total cost of some client initiatives by 80%
- A 100% reduction in paper used for speaker program training

*[Click here to read the full story](#)*



# Services



## Landor Associates

Landor Associates is one of the world's leading strategic brand consulting and design firms. With 23 offices in 18 countries, Landor's current and past clients include some of the world's most well-known brands, including BP, FedEx, PepsiCo, and Procter & Gamble. Landor Associates is using Adobe Connect to improve collaboration among staff and clients worldwide, enabling people to instantly share and evaluate detailed design concepts.

*“We don't have to spend tens of thousands of dollars a year on in-person meetings for our team,” says Susan Nelson, executive director of Insight & Research. “Adobe Connect lets us collaborate effectively online.”*

Reduced carbon footprint by minimizing paper and fuel use is also expected.

*[Click here to read the full story](#)*

The Landor logo is displayed in a large, bold, black serif font.

## SAP

As the world's leading provider of business software, SAP AG has a long-standing reputation of helping companies streamline their business operations end-to-end. The company, headquartered in Walldorf, Germany, employs more than 51,500 people in 50 countries, and serves over 82,000 customers in more than 120 countries. The FS Software Portfolio Management and Sales group is just one organization within SAP using Adobe Connect. For secure web-based meetings large and small, SAP has an enterprise-wide deployment of Adobe Connect.

*“SAP has traditionally been a travel-focused company, emphasizing the importance of in-person, face-to-face meetings,” says Todd Surdey, global vice president of FS Software Portfolio Management and Sales. “In the current economic climate, that is not feasible. Adobe Connect enables us to maintain strong connections with customers and dispersed co-workers, while eliminating unnecessary travel.”*

With more than 50,000 employees having access to the solution, SAP has:

- Reduced unnecessary travel by as much as 90%
- Cut travel expenses by hundreds of thousands of dollars annually

*[Click here to read the full story](#)*



# Retail



## Australian Kitchen Industries

Australian Kitchen Industries (AKI) is one of Australia's outstanding business successes. From 1997 to 2007, the company garnered a 10% share of the AU\$1.74 billion Australian kitchen retail market, growing to AU\$80 million in annual revenues. AKI employs 400 staff at more than 20 retail outlets in Australia that operate under the Kitchen Connection brand. With the slogan "where it all comes together," AKI delivers hundreds of kitchens each month, making the process stress-free for customers. The company is maintaining high levels of consistency and quality across a geographically dispersed network of employees and franchisees using Adobe Connect.

*"Our previous training and online meeting infrastructure could not cost-effectively support our large body of content and growing audience," says project manager Fiona McCarron-Kirkwood. "In contrast, Adobe Connect paid for itself within seven months and can scale easily as we grow—all in a solution that is convenient for our employees and franchisees to access from any location over our intranet."*

*[Click here to read the full story](#)*



## Borders

Headquartered in Ann Arbor, Michigan, the Borders Group, Inc. is a publicly held company with consolidated sales of more than \$4 billion. The company is using Adobe Connect to provide its global staff with faster access to more consistent, higher-quality training, as well as enable managers to collaborate in real time with teams worldwide.

*“To get tens of thousands of employees through the same training would take a tremendous amount of time and resources,” says Sally Hoyle, senior manager of Learning and Development. “With Adobe Connect, we have accelerated staff access to training by as much as 90% and lowered our overall training costs.”*

By providing staff with faster and easier access to more consistent training, Borders has streamlined operations while improving the quality of staff training. Benefits include:

- Reduced travel training expenses by hundreds of thousands of dollars annually
- Reduced its field training staff from 55 to 42
- Saved hundreds of thousands of dollars in time and travel expenses, and redeployed former field trainers to in-store jobs

*[Click here to read the full story](#)*



## Constellation Wines

Constellation Brands' North American operations—Constellation Wines N.A.—employs approximately 2,870 people in Australia, Italy, California, and Washington and consists of several wine businesses, including Icon Estates, VineOne, and Centerra. Icon Estates is the conglomerate's fine wine division that includes Robert Mondavi Winery, Simi, Estancia, and other wineries. Constellation Wines N.A. is using a hosted version of Adobe Connect for real-time meetings and training for staff, partners, and customers around the globe.

*“Since the wine industry is continually evolving, the ability to easily update and maintain training materials is essential,”* says Rob Hennigar, director of education at The Academy of Wine, a division of Constellation Wines N.A. *“An online solution could also help us create more engaging learning experiences for participants, in a way that static, written materials cannot do.”*

Previously, it would have taken several trainers six months or longer to travel to 50 or 60 locations to teach customers about the latest wines. The same training can now be accomplished in a couple of weeks or even days, reducing the need for travel.

*[Click here to read the full story](#)*

# Nonprofit



## Nonprofit

### Mensheds Australia

Mensheds is a unique not-for-profit organization specializing in the health and well-being of men. The organization uses Adobe Connect to enable online, multimedia communication and collaboration among people in metropolitan, suburban, rural, and remote areas.

From an administrative perspective, Adobe Connect has drastically reduced the cost of delivery, travel, training, and Occupational Health & Safety compliance. *“When you consider the thousands of documents and information packages used by Mensheds Australia to communicate and collaborate with individual groups and our partners everywhere, Adobe Connect is worth approximately \$5 million to our organization,”* says Peter Sergeant, managing director.

*[Click here to read the full story](#)*



## United Way Worldwide

United Way Worldwide is the nation's largest private charity and provides training, research, and other support services. The dispersed branches are independent, separately incorporated, and governed by local volunteers. United Way branches across the nation typically leverage \$4 billion in resources, and use Adobe Connect to collaborate with 1,400 offices and more than a million volunteers nationwide.

*“Instead of traveling all over the country for meetings, we held frequent online meetings,” says Todd Irvin, technology services training manager. “We engaged and educated constituents in real time, while reducing travel costs by thousands of dollars and keeping staff productive in their offices.”*

By leveraging VoIP capabilities in Adobe Connect, United Way estimates:

- A savings of \$122,000 in phone charges in one year
- A reduction in meeting travel costs of tens of thousands of dollars

*[Click here to read the full story](#)*





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