



## Case Study - Steelbro



### Mikogo Web Conferencing:

### Beating the Pants off the Rest!



STEELBRO GROUP is an Australian based parent company for a group of unique and complimentary manufacturing companies. Whether it is in the design and manufacturing of containers, specialized container derived storage, modular housing, isolated communications solutions, or global container handling solutions, Steelbro is respected for producing innovative and imaginative solutions.

***“It saved us an interstate trip and approx. \$2000 and allows us to troubleshoot issues in half the time.”***

***“It beats the pants off anything else.”***

Doug Newnham  
IT Manager  
Steelbro Group  
[www.steelbrogroup.com](http://www.steelbrogroup.com)

#### The Challenge

Steelbro has four separate global networks and were in the middle of rolling out major changes to an ERP system to their offices in Brisbane, Christchurch, South Africa and Canada. Doug Newnham was in need of an easy-to-use hassle-free solution for all training and support.

#### The Solution

Doug had tried remote desktop solutions in the past but had found them cumbersome to use. Consequently, Mikogo’s innovative solution came as a breath of fresh air. *“A supplier introduced us to Mikogo and we were instantly hooked. It was easy, slick and gave a great response even around the world.”*

*“Following initial tests, we found that it works across anything and installs quickly, and as we explore Mikogo’s functionality it only improves.”*

#### The Conclusion

Steelbro now uses Mikogo up to 5 times per day. *“Mikogo is the best tool so far. It has literally saved us thousands of dollars in travel and lost productivity as we are now able to resolve desktop problems within minutes. With Mikogo, we can conduct training internationally without traveling and troubleshoot support issues in half the time. In fact it has also allowed us to remove 90% of our contract IT support.”*

*“I would absolutely recommend it to others. In fact some of our users started using it for long distance support of our product. Mikogo beats the pants off anything else.”*

**About Mikogo** - Mikogo incorporates innovative desktop sharing technology to provide an easy-to-use free online meeting solution, welcoming everyone to high-quality online collaboration. The popular software tool is now used in over 180 countries, primarily by private users, freelancers and small businesses. Launched in 2007, Mikogo is provided by the renowned provider of web collaboration solutions, BeamYourScreen, whose product range consists of software solutions for online meetings, online presentations, and remote support. At present, more than 2000 corporate customers in over 40 countries worldwide are using the BeamYourScreen technology and benefiting from significantly reduced travel time and travel expenses.