

Groove Virtual Office



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D2i Solutions Ltd.

Enterprise Customer Stories



"There are many features in Groove - presence awareness, alerts, communication - that are really reminiscent of the cues you'd typically have in a physical office. Groove does a good job of providing these cues to users, which helps them get their bearings in that virtual environment and work effectively."

Florent Buiron, International CRM Team Leader

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SIEMENS

"As part of our High Speed Logistics process improvement project, Siemens Medical Solutions USA developed a solution based on Groove software to reduce costs and improve customer satisfaction by providing close collaboration among all project team members. We envisioned a solution that brought together all parties involved in an installation, reducing coordination costs by adding shared context and structure to our logistics processes. This meant linking our centralized systems, desktop applications and team members with a solution that matched the mobile, distributed, cross-company work style of our project teams. Groove was the answer; we had a solution developed and deployed within 90 days. As a result, we expect to obtain our ROI in one year. Based on this success, we're tremendously excited about Groove version 3.0, which takes on-demand solution development to the next level."

-- **Doug LaVigne, Vice President of Logistics for Siemens Medical Solutions**

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"We are looking to use technologies like Groove and SharePoint to change the way knowledge is managed within the company. We will use SharePoint for information that is more final and needs more visibility, and Groove where information is more fluid."

-- **Roy Wilsker, Director of Technology Planning, Tyco Healthcare**

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Reuters is a global information company providing indispensable data tailored to professionals in the financial services, media and corporate markets. The company has been awaiting v3.0 before encouraging business and technology project teams to supplement their use of email with its more effective workgroup project management capabilities. "We view Groove as more effective than email for teams working on projects. There's a lot of interaction among project teams in New York, London, and elsewhere. Groove brings a lot of disparate project information into one place. But it's not just about posting information; it's the product's support for the project team's interaction around the information that makes it an effective solution."

-- **Mandeep Singh Narula, Reuters Strategy Innovation Group**

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Hewlett Packard, a global technology company with \$73.1 billion in revenue in 2003, has deployed Groove software to support a variety of inter-business activities, including development of proposals and other key business documents. "The new Groove folder synchronization capability is powerful because it doesn't require users to change the way they work, and stands to reduce our technology infrastructure costs."

-- **Craig Samuel, of Hewlett Packard Services' Advanced Technology Group**

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"In this challenging business environment, time really does equate to money. At a services firm such as ours, where project teams must form spontaneously, and adapt quickly, there's a growing frustration with the limitations of email. Groove's continuing focus on extending the capabilities of our messaging and collaboration tools helps us ensure that we can deliver value to our clients."

-- **John Parkinson, CTO for the Americas, Capgemini**



"We used to show them the workspace and invite them to join us after we won the business. Now we use it to bring the client into the thinking and planning process early on."

-- **Ethan Schoonover, E-Business Director, Lowe Worldwide**

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GlaxoSmithKline, a world leading research-based pharmaceutical company with \$35.2 billion in sales in 2003, has been using Groove software since 2001. The company has established Groove Virtual Office as its tool of choice for secure external communication with partners, suppliers, and others. "With version 3.0, Groove has lowered the bar for adoption. The user interface is more intuitive, performance has improved, and the new files workspace and forms capabilities are extremely powerful. We're looking forward to transitioning to version 3.0."

-- **Stephen Daluisio, GSK Collaborative Computing Research Engineer**

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"In eight months of using Groove to collaborate with external partners, we have avoided expenses of \$400,000 for several of our alliance projects, no longer incurring the administrative and access costs associated with VPNs, leased lines and extranet file shares."

-- **Bob Sutterly, Sr. Business Consultant, GlaxoSmithKline**

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"By relentlessly reducing the costs of coordination, new information technologies like Groove are taking us across a threshold into a place where dramatically more decentralized ways of organizing work become at once possible and desirable. Groove embodies on a software level a decentralized philosophy that's critical to success on a management level, too. As managers, we need to shift our thinking from command and control to coordinate and cultivate, and Groove provides a communication infrastructure to support this."

-- **Thomas Malone, the Patrick J. McGovern Professor of Management at MIT's Sloan School of Management and author of The Future of Work.**

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