

“The flexibility in the solution, and in pricing, was what made GoToMeeting affordable for us. ... We see huge cost savings from the day-to-day provisioning. That automation – huge time saver.”

Daniel Rivera,
Technical Service Manager, Make-A-Wish



 **Problem**

So you're a large, well-known entity doing business with some decidedly massive and renowned enterprises (think: Disney). You need every meeting to be not only productive but also – let's face it – close to perfect, from start to finish. That's tough to achieve if you can't even get to "Hello."

That was exactly the frustration facing Make-A-Wish, the celebrated organization that grants wishes to children with life-threatening medical conditions. From their headquarters in Phoenix, the national team met often with global corporate sponsors – or would try to.

“We would try to host a web meeting and it would get blocked,” explained Daniel Rivera, Technical Service Manager in the Make-A-Wish national office. “It turned out their network didn't recognize Zoom, our tool at the time, so their firewall wouldn't allow it through. That's when we realized we needed to partner with somebody who was more recognized.”



Founded in Phoenix in 1980, when a group of caring volunteers helped a young boy fulfill his dream of becoming a police officer, Make-A-Wish is one of the world's leading children's charities.
wish.org

 **Solution**

GoToMeeting became that partner. And not a minute too soon.

With Make-A-Wish rolling out standardized technology across its 62 chapter offices nationwide – for what will add up to 3,000 users – an infallible meeting solution was essential.

“We needed to get consistent on a platform that was well-recognized, had security enabled and covered so our partners knew it and allowed it to go through,” Rivera said. “And we needed to consolidate all the various solutions our offices were using into one from a management, a training and a support standpoint. We just needed one solid solution to provide everyone.”

Emphasis on solid. **If GoToMeeting name recognition was the initial attraction, its reliability sealed the deal.**

“On Zoom we weren't getting very good training resources from the host, so we spent a lot of time re-teaching people to do basic things,” Rivera said. “With GoToMeeting we get very few tickets asking ‘How do I do this?’ or ‘How do I use that?’ Out of the box, GoToMeeting has done a great job of providing their own online training and support that works very well.”

 **Result**



Fewer tickets



Enhanced productivity



Easier management

Make-A-Wish scored these business benefits and more with GoToMeeting.

“There is one thing that's really important – because without this it doesn't matter how easy it is to use, or how easy it is for us to administer – and that's quality,” Rivera said. **“The quality of GoToMeeting is excellent. The video quality and the sound quality are excellent.** I never get complaints about either, and I used to get complaints about audio quality all the time on the other solution (Zoom).”