

Teamleader uses Zoom to Consolidate their Communications Solutions and Expand throughout Europe

Customer: Teamleader, a customer relationship management (CRM), project management, and invoicing platform

Challenge: Needed an all-in-one communications platform that would consolidate their solutions and scale with their international growth

Solution: Zoom was able to scale with Teamleader's growth and replace numerous previous solutions

Result: Teamleader currently runs 2,000 Zoom meetings monthly, and also uses Zoom Rooms for their conference rooms

Customer

Founded in Ghent, Belgium in 2012, Teamleader (www.teamleader.eu) began as a 3-person start up. Since then, it has grown to a company with over 170 employees and offices across Europe. Teamleader offers an affordable, intuitive, all-in-one tool for customer relationship management, project management, and invoicing for small and medium sized enterprises. Enterprises use Teamleader to streamline administration and operational essentials. Teamleader integrates with over 150 tools to help businesses become more efficient and productive.

Challenge

As Teamleader began to expand across Europe, their communications became increasingly complicated. They needed a reliable platform to keep their growing team connected. **"We really value our culture and business values. We wanted to keep those in place as we grew. Every two weeks we have a meeting with the entire team to discuss results, projects, and more. We want to keep everyone on the same page, but our previous tools were no help at that. It took us at least 15 minutes to start meetings. Sometimes it just wouldn't work at all, which cost us a lot of time,"** says Kevin Boone, audiovisual specialist at Teamleader.



Although Teamleader relied on online communication for many aspects of their workflow, such as sales demos, meeting rooms,

and onboarding, they used a combination of different tools, which created confusion. They wanted a single unified platform that could take care of all their communications needs.

Solution

Thanks to Zoom's scalability and versatility, Zoom was the perfect solution for Teamleader. Every new employee now receives a Zoom account, and the sales and customer success teams get Pro accounts for their virtual meetings with customers. Other departments use Zoom Rooms, Zoom's software-based conference room solution, to communicate and collaborate more effectively.

Before, Teamleader relied on a different solution for each aspect of their communications, such as conference rooms, chat, and video meetings. Zoom was able to consolidate their entire communication platform **"Everyone is very enthusiastic that Zoom is one unified system. It's easy to use too, and has a gentle learning curve. If you're even a bit tech savvy, you're up and running in no time,"** says Boone.

Result

Teamleader uses Zoom for all aspects of their workflow, including sales demos, internal meetings, conference rooms meetings, and customer success meetings. Teamleader has found Zoom's wide array of features helpful as well, including cloud recording and screen sharing.

Teamleader currently runs approximately 2,000 meetings per month on Zoom, and has over 150 Zoom users. **"If you count all the different tools that we used before, Zoom has been a great return on investment. We think Zoom is the most complete solution on the market for video conferencing,"** says Boone.



About Zoom

Zoom is the leader in modern enterprise video communications, with an easy, reliable cloud platform for video and audio conferencing, chat, and webinars across mobile, desktop, and room systems. Zoom Rooms is the original software-based conference room solution used around the world in board, conference, huddle, and training rooms, as well as executive offices and classrooms. Founded in 2011, Zoom helps businesses and organizations bring their teams together in a frictionless environment to get more done.

Zoom is publicly traded on Nasdaq (ticker: ZM) and headquartered in San Jose, California.