# GoToMeeting
## by LogMeIn

# A RELIABLE PARTNER FROM ONBOARDING ONWARD.

## WHY GOTOMEETING IS THE COLLABORATION SOLUTION YOU CAN COUNT ON.

When support tickets for your collaboration tools become a pattern, whether because of another outage or just poor quality, it's time to think about switching providers. As daunting as that task may sound, the benefits far outweigh the effort — especially if your new provider can pave the way for you.

## Success starts at onboarding

As the SaaS trend grows, unfortunately so too does the number of failed SaaS implementations. Often, it's due to poorly defined objectives, misunderstood business needs and unclear pricing.[1]

The right provider will work with your business to avoid these potential pitfalls. It's what makes a full onboarding experience so important. If you don't have the right guide at the start of your journey toward a new collaboration solution, you're likely to repeat the mistakes of your first.

But when your onboarding is handled by a business partner like GoToMeeting, all the pieces fall into place. Our onboarding truly makes a difference, as our customers can attest: **"Out of the box, GoToMeeting has done a great job of providing their own online training and support that works very well,"** said Daniel Rivera, technical service manager for the Make-A-Wish Foundation.

We pride ourselves on welcoming every customer from the small business to the enterprise with customized onboarding plans, including:

- Live and on-demand training
- Access to our communities
- 24/7 phone and web support
- Live, customized 90-day onboarding
- A dedicated customer relationship manager
- Monthly and quarterly reviews

**86% of users** agree that GoToMeeting's onboarding and training are better than the competition.[2]

## Tools that work, every time

With over a decade of industry leadership, GoToMeeting is the definition of reliable collaboration. In 2018 alone, our users hosted **77 million meetings**, totaling 1.7 billion screen-sharing minutes and 385 million video conferencing minutes. And with **99.99% uptime**, you don't have to worry about GoToMeeting not working. Our customers can attest: **"The reliability of GoToMeeting versus other tools we have used is far superior,"** said Bill Goocher, regional director of enterprise accounts at Gainsight.

Your users depend on their collaboration tools to work when they need them, no matter what device they're on. Dropped calls and audio issues are more than simple inconveniences. They're deal-breakers. If your team cannot connect and get work done on their terms – where, when and how they want to – it can have a dramatic impact on business growth.

## A partner in collaboration

Choosing GoToMeeting is a partnership, not a purchase. While competitors are selling a tool, we offer an end-to-end solution for your business and a blueprint for your success. Your dedicated account manager is there every step of the way, monitoring your account and keeping you in the loop about our top productivity-boosting features.

**"We have the hallmark of a good vendor relationship with GoToMeeting,"** said Bob Flores, VP of IT for Coalfire. "Our account manager frequently and proactively calls me with ideas that fit our usage patterns. I think she anticipates our needs before we even have them."

From evaluating needs to finding the right path through implementation and onboarding, you can count on GoToMeeting as your business grows. We're with you for the long haul.
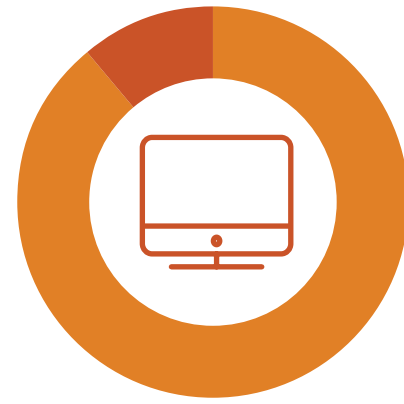
**89% of users** agree that GoToMeeting's ease of use and reliability are better than the competition.[2]
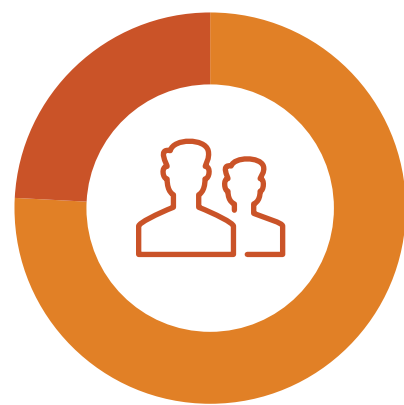
**76% of customers** surveyed consider their relationship with GoToMeeting a business partnership. [2]

Customer support rated five stars. [2]

**Get in touch with us**

[1] 4 Reasons Why SaaS Implementations Fail. https://www.unleashedsoftware.com/blog/4-of-the-most-common-reasons-why-even-saas-implementations-can-fail

[2] TechValidate, 2018. https://www.techvalidate.com/product-research/gotomeeting