



Case Study:

DJO Global

DJO Global Rolls out Unified Communications to Promote Collaboration using Logitech's Business Solutions

Leading orthopedics company facilitates global communications, boosts productivity, and curbs costs using Logitech BCC950 ConferenceCam and Logitech Wireless Solar Keyboard K750

Company Size

5,000 employees

Location

Vista, California

Industry

Healthcare

Overview

As a leading provider of high-quality orthopedic devices, DJO Global is a billion dollar company with 5,000 global employees that offers a wide range of products used for rehabilitation, pain management, and physical therapy. DJO Global also develops, manufactures, and distributes a broad range of surgical reconstructive implant products. Products are used by orthopedic specialists, spine surgeons, primary care physicians, pain management specialists, physical therapists, podiatrists, chiropractors, athletic trainers, and other healthcare professionals to treat patients with musculoskeletal conditions resulting from degenerative diseases, deformities, traumatic events, and sports-related injuries.

As a leading provider of high-quality orthopedic devices, DJO Global offers a wide range of products for rehabilitation, pain management, and physical therapy. A billion-dollar company with more than 5,000 employees, DJO Global is dedicated to ensuring the efficacy of its products and advancing medical education and applied skills training. As a leading-edge innovator, DJO Global relies on the collaborative expertise and efficiency of its global team to advance research and development efforts, investing in the most effective tools available to streamline business processes. To facilitate global communications and boost productivity, the company has standardized on Logitech's business solutions including the Logitech BCC950 ConferenceCam and the Logitech Wireless Solar Keyboard K750 for their quality, ease of use, and outstanding reliability.

"We chose the Logitech BCC950 ConferenceCam because it offers excellent video and audio capabilities, and makes video collaboration accessible from anywhere at any time," said Larry Herrmann, technology manager, Global IT Support at DJO Global, who is responsible for selecting the best tools to support the company's new unified communications initiative and works closely with upper IT management to set standards for peripherals across the company. "We looked at many different peripherals and found that the Logitech BCC950 ConferenceCam and Logitech Wireless Solar Keyboard stand out for their performance, ease-of-use, cost-effectiveness, and robustness."

Unified Communications Boosts Teamwork

To remain competitive, DJO Global encourages teamwork and collaboration across the organization. "By rolling out a unified communications using the Microsoft® Lync™ unified communications platform and Skype™ videoconferencing solution, we are encouraging our employees to work together to advance product development and boost productivity," explained Herrmann, who wanted a solution with better clarity than the choppy, dark, and distorted image quality of most embedded cameras, but didn't want to invest in a traditional, room-based telepresence system. "Anyone with access to a Logitech BCC950 ConferenceCam has fallen in love with it because of its amazing audio and video quality." With a 78-degree field of view and 180-degree remote-controlled video pan, tilt, and zoom, the Logitech ConferenceCam can be easily adjusted to ensure that each member of the small group is seen. "Gone are the days of huddling around a laptop screen in the hopes of being seen," added Herrmann.

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Virtual Meetings Cut Travel

Not only has the new unified communications solution enabled greater collaboration and a tighter-knit global team, it has also helped reduce the time and cost of business travel.

Larry Herrmann, Technology Manager,
DJO Global



"We recently opened a new office in Shanghai, and the executive team was able to do their first round of interviews using Skype and the Logitech BCC950 ConferenceCam," noted Herrmann. Furthermore, most department heads are now also hosting meetings virtually in an effort to stay well-connected without having to travel.

Better Sound for Real Collaboration

Users are also surprised by the crystal-clear audio capabilities of the Logitech BCC950 ConferenceCam, which has a built-in, full duplex speakerphone and noise-cancelling microphone to allow all meeting members to hear and be heard clearly up to eight feet away from the base. "With the Logitech ConferenceCam, not only do we get a great visual experience, we also have a high-quality and cost-effective conference phone at the desktop. It's the perfect solution," stated Herrmann.

The Right Support for Less

"Finding the right solution to support the company's move towards enhanced collaboration has been rewarding, and the entire company has openly embraced the Logitech ConferenceCam for its quality, ease-of-use, and robustness," noted Herrmann. "The feedback has been very positive and I am happy because I am not constantly being called to fix equipment." The Logitech Wireless Solar Keyboard also demands less support, saving the time, hassle, and cost of having to replace expensive rechargeable batteries for each keyboard. "It used to be a nightmare to support all the keyboards across our organization," noted Herrmann. "In addition, we don't have to deal with safety inspectors' concerns about USB cables scattered across the floor."

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"Bulletproof" Keyboard

Simple in design and easy to use, the Logitech Wireless Solar Keyboard K750 has become the new standard for conference rooms across the company. "By simply plugging the wireless receiver into a USB port on the computer, users can start using the Logitech wireless solar keyboard right away, eliminating down-time and boosting productivity," commented Herrmann. The solar wireless keyboards also remove the clutter of cords and deliver a reliable wireless connection to significantly reduce delays and dropouts. "The Logitech wireless solar keyboards are bulletproof. We have been using them for over a year with no failures to date, saving us a significant amount of time in maintenance and support."

Seamless Integration for Effective Unified Communications

Because Logitech's business solutions do not require additional drivers, impact corporate standards, or alter security requirements in any way, it has been very easy to integrate them into the company's existing infrastructure as a key part of the new unified communications initiative. "If someone requests a Logitech ConferenceCam or a new Logitech keyboard, all I have to do is put it on their desk and plug it in—my job is done and the employee has immediate access to the tools needed for effective unified communications," concluded Herrmann. "Logitech delivers reliable, high-quality peripherals that enhance operational efficiencies and boost international collaboration to help advance our research and development efforts. They are easy to use and support, all at a great price."

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Learn more at logitech.com/business

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Challenges

- Deploy cost-effective advanced business solutions to support unified communications initiative and enhance productivity
- Deliver superior image and audio quality to enhance web-based collaboration worldwide

Solutions

DJO Global has deployed the Logitech BCC950 ConferenceCam as a key component of its unified communications platform to facilitate international collaboration and boost productivity. The company also selected the Logitech Wireless Solar Keyboard K750 as the standard keyboard for all conference rooms to streamline the user experience and reduce support and maintenance costs.

Benefits

- Cost-effective, high-quality tools to facilitate unified communications
- Easy to use, reliable performance to eliminate downtime and boost employee productivity
- Excellent conference-quality audio at the desktop
- Reduce support and maintenance requirements and costs
- Enhance collaboration of global teams to advance R&D efforts
- Reduce travel time
- Seamlessly integrate into IT infrastructure

Toolkit

- Logitech BCC950 ConferenceCam
- Logitech Wireless Solar Keyboard K750



Logitech BCC950 ConferenceCam