

# Case Study

## GroupSystems Success Story: Agilent Technologies

### *GroupSystems Assists Agilent Technologies in Living up to Their Mission*

Agilent Technologies, a subsidiary of Hewlett-Packard Co., is a global, diversified technology company focusing on high-growth markets in the communications, electronics, life sciences and healthcare industries.

After several years of using GroupSystems' LAN products, they recently migrated to GroupSystems' Citrix-based solution for distributed collaboration and knowledge automation, GroupSystems OnLine. The result has been an increase in the sharing and capturing of knowledge as well as productivity.

Doug Stover, Virtual Team Groupware Systems Consultant for Agilent states, "Before we started using the service, we expected the value of GroupSystems would simply be the reduction of time spent in meetings."

"Today we recognize it can be much more. It can enable us to bring together not just people, but their knowledge, expertise and information. We can work together anytime, anyplace to innovate, create, problem solve and respond with the same speed and focus we state in our company mission," added Stover.

#### **GroupSystems in Action**

Agilent has customized planning and project management methodologies built on GroupSystems to meet various department needs. For example, a recent use of GroupSystems brought together employees from Northern California all the way to the green glens of Scotland.

"The pay back was more than just a reduction in travel expenses and employee downtime — we were able to gather all our inputs quickly and distribute the results to all the participants immediately following the meeting," expressed Stover.

"The GroupSystems Online service we've received so far has been exceptional, which is great because this is a long-term investment for us. I envision an entire organization that is convinced there's no better way to do business. Right now, not everyone realizes we have these capabilities. When they see they can collaborate anytime, anywhere and with anyone, their eyes light up with the possibilities."

**"We want to truly be a global organization. GroupSystems Online helps us support that mission."**

Doug Stover, Virtual Systems Groupware Systems Consultant  
– Agilent Technologies

**Customer**  
Agilent Technologies

#### **Business Benefits of GroupSystems**

- Exceptional Customer Service
- A distributed solution that provides benefits that not only lower travel expenses but enable productivity anytime and anyplace.
- Able to gather meeting result faster and distribute then immediately following meetings.