

“...The results showed that high-quality collaboration has significant and positive impact on financial performance, labor productivity, customer satisfaction, and product quality, development, and innovation.”

has further shown that smaller organizations tend to be quicker in adopting new ways of working than their larger enterprise counterparts. Specifically, the survey data revealed that small and medium enterprises (SMEs) have embraced the use of web conferencing to the point that it is now the medium of choice for conducting meetings, while large enterprises prefer to meet in person. About 75 percent of small enterprises reported solid to dramatic growth in using web conferencing tools. The study showed that the ability to include more people, save travel costs and time, and increase productivity are the major motivating factors for SMEs to use web conferencing.

Conclusion

As advanced collaboration tools are becoming more affordable, small businesses are embracing these tools in order to make decisions faster and provide better customer service by responding more quickly and efficiently.

Next Steps

1. Talk with your employees about how you can help them collaborate more effectively. You might be surprised by their ideas and input.
2. Work with your IT Consultant to determine which web collaboration tools will best accomplish your goals, and how to implement those tools effectively.

RightHand IT

685 S Arthur Ave, Ste 12D

Louisville , CO 80027

Phone: 303-537-3232

Toll Free: 1-800-490-4522

Fax: 303-537-3270

Email: sales@righthandit.com

Web: www.righthandit.com