



**“We saved
€3.5/\$4.2 million
on travel and
conference
calls in 2005.”**



interwise success story

A Company's Challenge

Metso Corporation is a EUR 4.2 billion engineering and technology company with core businesses in the areas of fiber and paper making, rock and minerals processing, and automation and control. Metso's operations range from building ore processing plants to assembling Boxster sports cars for Porsche. While covering a wide range of industries, all business areas share a goal of pursuing “world-class operational excellence and customer satisfaction.”

The rapid pace of innovation in Metso's products and ongoing change in environmental regulations required Metso to provide both continuous product training for its customers and ongoing field enablement for its employees. In 2002, the company opted to look for a new platform to support this effort. With a workforce of over 20,000 operating in over 200 locations in 50-plus countries, the company was also keen to look into new conferencing technologies as a way of cutting its major annual costs for travel to meetings.

Evaluating the alternatives

Metso chose three vendors for evaluation: Interwise, Centra and WebEx. Throughout the spring of 2002, a panel of users from Metso's training and IT divisions considered the following features in relation to the vendors' technologies:

- VoIP integration and voice quality,
- Bandwidth consumption,
- Business functionality in terms of:
 - Breadth: small meeting, e-learning, large moderated event and recording capabilities, and
 - Depth: a long list of specific functional elements in each area,

COMPANY: METSO, INC.

<i>Client:</i>	Metso, Inc
<i>Location:</i>	Corporate Headquarters, Jyväskylä, Finland, over 200 offices worldwide
<i>Employees:</i>	Over 20,000
<i>Product used:</i>	ECP Connect
<i>Industry:</i>	Minerals, Paper, Automation, Industrial manufacturing

BUSINESS NEEDS

- Reduce costs, enhance meeting quality and attendance among more than 20,000 global employees
- Improve customer service across more than 200 locations in over 50 countries
- Bring in an enterprise-wide platform for global field and customer enablement

WHY INTERWISE?

- Highest VoIP quality
- Best bandwidth performance both within the corporate network and for remote dial-up users
- Integrated on-site and hosted solution

RESULTS

- Annual travel savings of \$3,600,000
- \$600,000 in voice conferencing savings in the initial rollout to 2,600 employees
- Marked improvement in product delivery, project management and sales activities

- Enterprise-class capabilities—particularly scalability, security and integration,
- Deployment options: hosted services and on-site software, and
- Ease of installation.

WebEx did not make it to a trial, since Metso was interested specifically in having a system with integrated VoIP. Centra's system was evaluated through an on-site installation for three months but was also eliminated.

Metso ultimately selected Interwise's technology because of its superior VoIP sound quality, much lower bandwidth usage and ability to offer an integrated on-site/hosted deployment capability.

Interwise's ability to perform well without negatively impacting the bandwidth in Metso's infrastructure was a critical deciding factor, since it meant no additional network hardware or capacity had to be purchased to support Interwise's system.

The implementation

Metso selected Interwise's ECP Connect® system in the summer of 2002 and the IT project team went ahead with plans for a rollout even though some board members of the company had yet to be convinced of the business case for the system.

Metso combined its in-house rollout with a hosted ECP Connect system, which meant it could start immediately to deliver benefits across the enterprise and increasingly cut its existing conferencing and training costs as the implementation progressed.

Metso's corporate-wide development team created job aids and provided on-site training to more than 250 Interwise "super users" spread across all of the countries that the company operates in. These super users were then responsible for evangelizing and training others in their locations.

Use of ECP Connect took a major leap forward in terms of usability and easy access when it was integrated with Metso's Lotus Notes email and scheduling system. This meant that all Metso employees could schedule and attend Interwise meetings and classes through their familiar Notes interface.

Equally important, it meant that the Metso IT team could easily manage those users through the existing Notes administration capabilities.

By the end of 2005, ECP Connect was fully up and running at 36 Metso sites, with rollout underway at another 78. Metso IT was running ECP Connect internally on 14 servers, with plans to double the amount of those. In addition to its employees, some 1,500 customers and suppliers were actively using ECP Connect with Metso.



"ECP Connect helps me communicate with my colleagues in other offices—in other countries—quickly and easily."

MONIKA SCHMIDLI
METSO AUTOMATION, AUSTRIA

The results

By the start of 2004, Metso estimated that ECP Connect had enabled the company to save over \$650,000 in travel expenses related to field enablement.

Even more important, the company increased both the revenue and profitability of its training operation, reaching thousands more customers that it could otherwise have done, while significantly improving its relationships with key customers.

As the extent of Metso's success with Interwise became apparent, the company decided to expand its use of the technology into the realm of meetings.

The complexity of many of its building projects means large, distributed project teams are the norm. These teams have greatly benefited by using Interwise to hold both scheduled and ad hoc web meetings in between their scheduled, in-person sessions.

The same holds true for the many mid-level and senior-level managers across the company, for whom Interwise has allowed more frequent, smaller web meetings as well as supplemented in-person gatherings with virtual participants. It has also enabled more effective group meetings because specialists can participate for half-hour updates via Interwise, rather than not participate at all because such a short appearance is not worth the cost or time to travel to the meeting.

Overall, Metso estimates that in 2005 the company saved \$3.6 million on meeting travel alone, in addition to greatly improving the quality of meetings.

The scale of the travel cost savings prompted Metso management to ask about using Interwise as a replacement for traditional per-minute conference calling. While conference call rates have dropped significantly within individual countries, pan-European rates, as well as rates to countries in South America and the Asia/Pacific region remain high, in places averaging \$0.24 or more per minute.

Assuming that about 25 percent of Metso offices made the change, the company saved approximately \$600,000 in conference call fees by substituting Interwise for its existing conference call vendors. Callers used both Interwise's VoIP technology to call via their computers and Interwise's integrated telephony option, which allows participants to use regular telephones.

Interwise is now used across the company on a day-to-day basis, supporting everything from ad hoc meetings of two to five people, to scheduled sessions with up to 150.



“Interwise makes it economically and technically feasible to make conferencing available to everyone in the company, rather than just a few select groups.”

PAULI NUUTINEN
VICE PRESIDENT, INFORMATION TECHNOLOGY
METSO CORPORATION

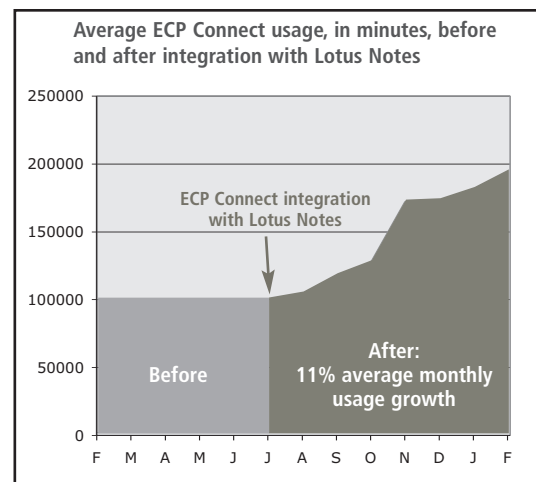
At Metso Paper (one of the company's four main divisions, as well as the world's largest paper-making supplier), ECP Connect is used for presenting Metso's "Product of the Month." Staff there also use Interwise to help carry out machinery training at paper mills across the globe. It has also helped improve knowledge distribution, since conference calls and training presentations can be recorded and replayed later.

Meanwhile, Interwise ECP Connect's fixed price/unlimited usage business model has proved a boon for the IT team members, since they no longer have to monitor or limit the number of meetings or conference calls taking place.

As a result, the 2005 usage figures for Interwise show ECP Connect conferences and meetings becoming almost as ubiquitous as email. The system handled 1.2 million conference call minutes across 4,000 meetings featuring 20,000 participants.

Metso's use of Interwise has been the subject of a study by a Finnish university, which concluded that the system led to a boost in productivity and helped the company meet its business objectives more easily.

Internal recognition of the value of the system has come in the form of an operational excellence project which selected Interwise ECP Connect as one of a handful of applications deemed critical to the success of Metso's business.



"To enable such an important change, we integrated ECP Connect with our Lotus Notes infrastructure, which reaches all Metso employees."

PAULI NUUTINEN
VICE PRESIDENT, INFORMATION TECHNOLOGY
METSO CORPORATION



Global Headquarters:

UNITED STATES.
25 First Street, Suite 412
Cambridge, MA 02141
+(1) 617.475.2200
Fax +1.617.621.3922

Global Offices:

FRANCE
La Linea
Rue du General Leclerc
La Defense Secteur 9
92047 Paris La Defense Cedex
+33.1.49.03.78.30
Fax +33.1.49.03.06.46

GERMANY
Elisabethstr. 91
80797 München
+49 (89) 5908 2438
Fax +49 (89) 59089 1200

ISRAEL
4 Hanegev Street, Airport City
PO Box: 276
Ben-Gurion Airport 70150
+972.(0)3.9767676
Fax +972.(0)3.9767670

JAPAN
9F Girasole
2-9-2 Higashi Shimbashi
Minato-ku
Tokyo 105-0021
+81-3-5408-1131
Fax +81-3-5408-1132

SWITZERLAND
6, Place des Eaux-Vives
1207 Geneva, Switzerland
+41.22.849.0000
Fax +41.22.849.0012

UNITED KINGDOM
Liberty House
222 Regent Street, 5th Floor
London W1B 5TR United
Kingdom
+44.20.7297.2070
Fax +44.20.7297.2165