

Success Story: PeopleKeys

PeopleKeys has had success in behavioral analysis and unlocking human potential for over 35 years. As a world leader in customized behavioral assessments and delivery systems, PeopleKeys prides itself on delivering excellent customer service, an international platform, and the most customizable and tailored solutions around.



Challenge

When the COVID-19 pandemic unexpectedly forced businesses and their employees to work remotely for the foreseeable future, this posed a unique challenge for PeopleKeys. A leading provider of behavioral assessments and team building, leadership, conflict resolution, and talent management training, development, and consulting, a substantial part of PeopleKeys' work was conducted on-site and in-person. With the announcement of the mandated stay-at-home order by their home state of Ohio, the sudden realization struck that they would need to quickly shift their way of doing business. They needed to adopt an entirely new approach by moving meetings and trainings with customers to occur virtually online.



Solution


After an extensive evaluation of potential collaboration software, PeopleKeys selected GoTo Meeting. GoTo Meeting offers a reliable and easy-to-navigate interface that PeopleKeys was looking for to empower their teams to stay connected. The solution also provides personal meeting rooms with customized URLs, which John Schindell, Director of Training, and colleague Emily Miller, Marketing Manager, leveraged to hop into this always-on collaboration space whenever they needed to communicate. "GoTo Meeting was the next best thing to being able to talk to each other next to each other," said Miller.

As the pandemic acted as a forcing mechanism to accelerate PeopleKeys' adoption of virtual customer training, GoTo Meeting became the supporting platform. Whereas before they could spend a week visiting one client for an in-person training, now they can schedule multiple trainings for the very next day. This has also helped expand their reach and increase the number of clients they can serve globally. "It's increased our capacity to deliver training worldwide with the GoTo Meeting technology. It's been a real benefit to us," said Schindell.



Results

PeopleKeys has already seen leading indicators of success. By moving their customer trainings to occur solely online via GoTo Meeting, PeopleKeys has increased their training capacity by about 50%. When asked to summarize her overall experience with GoTo Meeting, Miller stated, “I think it all goes back to the reliability, ease of use, and ability to do your job better, no matter where you are in the world.”



“When things go wrong on the technology side, it makes us look bad. The fact that I’ve never had a problem on GoTo Meeting, especially during live training sessions, is reason alone I would recommend GoTo Meeting.”

John Schindell

Director of Training, PeopleKeys



Learn how GoTo Meeting can be leveraged for your communication and collaboration needs with employees and customers. Call us at 1 (866) 890-8931 or visit www.goto.com/meeting.

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