



#BusinessOnJio

Reliance continues to ace at 'Work From Home'. Thanks to JioMeet!

01 About Reliance Industries Limited

Reliance Industries Limited (RIL) is an Indian multinational conglomerate with businesses across energy, petrochemicals, textiles, natural resources, retail, telecommunications, and media. It employs around 1.95 lacs people across the country.

CHALLENGES

2020 was a difficult year for most businesses. Hit by the Covid-19, that brought along social distancing and nationwide lockdown, businesses experienced major impacts on their operations and revenues. Most were forced to revisit their business models and ways to operate.



Reliance Industries was no exception to this situation and faced the challenge of maintaining productivity and growing business in these unprecedented times. Reliance extended work-from-home policy to most of its employee in March 2020, right in the beginning of the pandemic. This resulted into restrictions on face-to-face meetings with colleagues, customers, partners and vendors. The real challenge was to help employees from different parts of the country, using different systems and devices, communicate seamlessly with internal and external world, without losing current level of efficiencies.

03 SOLUTION BY JIO

The usage of video conferencing surged sharply during lockdown. Though there are many VC tools available in the market, none came close to the features and security offered by JioMeet! This is a home-grown, secure and unified communication platform that can be used by employees to connect with internal and external world.

- JioMeet was rolled out to **50,000 employees** on Windows, Mac, Android and iOS devices
- It worked seamlessly with existing **2000+ VC** devices (mix of Cisco and Lifesize) across India
- On-boarded **1100 Jio Centers** with JioMeet app installed on a Windows device with USB Webcam
- Free download facility made JioMeet the preferred choice for employees for their personal and professional use



04 BENEFITS

After rolling outting JioMeet for over 50 thousand employees, Reliance Industries saw a sharp rise in productivity and efficiency of employees. There have been substantial savings in cost and valuable time for training and collaboration.

Here is a summary of benefits garnered-

- **Increased productivity** of field force by reducing time spent in office for administrative work
- **Improved efficiency** of sales reviews with daily sync up on JioMeet calls
- **One solution for multiple platforms** as employees using various other applications could also connect via JioMeet
- **Ideal for webinars** as there is no limit on the number of participants that can join. It supports branding on the landing page and works well even on low bandwidth
- **Huge savings** in terms of
 - AMC for existing in-house legacy bridge and other network elements
 - Low cost solution for small huddle
 - VC rooms in Jio Centers
 - 40% reduction in no. of support calls

CUSTOMER SPEAK

05

"JioMeet is an excellent solution that has delivered high quality video collaboration in RIL. With entire setup hosted in India and stringent security at various levels, ensuring a sense of security to the entire organization. No separate charges for integrating with existing VC endpoints and also provides investment protection for the decisions made in the past"

Kamal Joshi
Head - Unified Communication

Reliance Industries Limited conducted their Annual General Meeting of the year 2020 on JioMeet. It was first-of-its kind virtual AGM, viewed by almost 4L viewers simultaneously!

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|------------------------|----------------------------|--------------------------|---------------------------------------|
| 50,000 users | 18,000 call/ day | 2,000 VC rooms | 800 hrs/ day utilization |
|------------------------|----------------------------|--------------------------|---------------------------------------|

RIL AGM of 2020 was conducted on JioMeet with 3 Lacs 80 thousand viewers

06 JIO ADVANTAGE

Meeting Room Security

- Password protected
- Lock meeting
- Play entry/ exit chimes
- Enable 'Waiting Room'

Device Convergence

- Simultaneous sign-in on multiple devices
- Switch between multiple devices

Merged Contact List

- Single app to meet professional and personal collaboration needs where users can view personal contacts registered with their numbers, for calling

Inclusive VC Room Calling

- Integration with legacy video devices (H.323 & SIP)
- Self-onboarding of VC rooms using the Admin Portal

12 Million
downloads worldwide

16 Thousand
webinars including IPL auctions and matches

10+
Company AGMs