

MindLink enables real-time team collaboration across globally dispersed offices

Web-based, secure chat rooms allow project teams, developers and HQ staff to collaborate in the office and on client site – on Windows, Mac or Linux



“Cross-platform access on Windows, Mac & Linux was key. Our project teams can connect from client site, work more productively and cut response time significantly”

Alex Millington, Director, Formicary

About MindLink

MindLink provides integrated, secure **Enterprise Group Chat** with emphasis on Business Critical Collaboration.

Built specifically for Microsoft Lync™, MindLink allows teams to coordinate and exchange **vital business information real-time** across the organisation.

It is designed to help people make **critical decisions more** effectively.

MindLink is highly secure, compliant and can be fully integrated into existing process and software applications.

Available on desktop and all major mobile platforms, it is used by clients, including some of the largest government institutions, to enable **better communication** and improve **team efficiency**.

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Company description

Formicary is a systems integrator for the capital markets specializing in trading systems integration and migration, OTC Clearing, managed services and bespoke software. Formicary's clients include tier one investment banks and buy side firms.

The need

The company operates in a niche segment which is characterised by fierce competition - real-time access to knowledge and subject matter experts is key. Clients as well as the Company's offices are dispersed around the globe with HQ & Admin teams in London, project teams in North America & Europe and a large portion of the workforce on client sites. Previously the company used ad-hoc communication tools such as social-focused Yammer or Emails to collaborate. This however didn't lend itself for real-time, structured knowledge sharing around clients, projects and products across multiple sites and time zones.

Using Microsoft Lync 2013, the organisation already uses SharePoint for document storage and functionalities such as screen sharing or voice. They turned to MindLink to leverage their existing infrastructure & add secure enterprise chat.

The answer

MindLink Anywhere is used to share information, data, files and links real-time across the business; with developer chat rooms that improve software development cycles, project team channels and client rooms. The persistent nature makes handovers across time zones seamless with teams in the US and Europe having a recorded, searchable history of each other's work and discussions outside of local working hours.

MindLink Email Connector is used to send Email messages from outside parties straight into chat rooms or to send chat room digest to specific distribution lists.

The core functionality however is the **cross-platform availability on Windows, Mac and Linux** which is crucial for teams on client site having to use the client's infrastructure to connect. With a multitude of customers, all using different infrastructure and systems, the any-device availability ensures that employees have access to information at any location.

User adoption was quick & seamless due to the intuitive MindLink interface and the cultural readiness of Formicary, themselves an agile technology company.

The outcome

Being one of the founding customers of MindLink, Formicary has seen significant improvements in employee productivity and substantial time savings. Time zone handovers are smoother with satellite offices having a ready link to HQ teams. Client satisfaction has increased due to better access to data and experts as well as faster response times.

MindLink benefits

Meets High Security Needs
Allows access to real-time information in the office & on client site
Easy adoption due to highly intuitive interface
Builds on existing Lync™ investment

The future

In the next phase, Formicary is looking to add **MindLink Mobile** to increase its team's agility even further as well as **MindLink Social Connector** to add more contextual data from RSS and Social feeds to its project and client channels.