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## Caldera invests in a collaborative Web-Support WorkFlow



In an ongoing effort to provide manufacturers, distributors and users with the most effective tools for training, support and presentation, Caldera has set up live online training via WebEx, the world's leading provider of collaborative web meeting applications and services. Caldera.WebEx.com is a full audio/video/voice-over-ip/meeting tool.

"WebEx will make recording and sharing information easier for business users," said Gary Griffiths, president of products and operations, WebEx. "WebEx extends our reach beyond the actual meeting with new features for collaboration before, after and outside the meeting."

The goal for Caldera via this collaborative solution is to be able to perform full remote meetings, document sharing, presentations and integrated audio-conferencing.

For Joseph Mergui, Caldera CEO and President, "This is an important investment to help develop all training and support activities for our users and partners. It is an excellent tool for an internationally focused RIP manufacturer such as Caldera to effectively reach our users around the world. WebEx frees us from the time and distance constraints that limits the ability to collaborate productively. It increases customer, partner and employee productivity with on-demand web meetings. The project is also to ultimately give our dealers access to virtual training rooms via caldera.WebEx.com and drive customer loyalty."

Patrick Zimmermann, Caldera's Support and Training Director emphasizes that *"We are now able to give training in much quicker delays without having to organize travels and plan a long time beforehand. We can provide online training in a much more reactive time-frame"*

WebEx uses a fully integrated audio-conferencing system: either by voice-over-ip (using your computer to talk), or a regular phone. The meeting reserves an audio-room, which people can join. All that is needed is a standard browser and phone to take advantage of real-time data collaboration, audio and video conferencing.

"With WebEx we can easily create and deliver customized multimedia online demos and presentations. We can present secure, high performance, rich media content for impressive and engaging communications in any format, including multimedia objects such as Flash™, streaming audio and video..." adds Sebastien Hanssens, Vice-President of Marketing and Communication.

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Caldera Graphics is a software company specialized in color management, imaging and driving of large format peripherals. The Caldera software packages are "production oriented". With the experience of 17 years in imaging technology development, Caldera Graphics counts thousands customers worldwide.

Find out more at [www.caldera.eu](http://www.caldera.eu)