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## The Construction Industry Training Board Case Study

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**Alison Walker-Fraser, Corporate Governance Manager at the Construction Industry Training Board, talks about her experience of switching to Convene.**

Before choosing Convene, we assessed several software packages against a series of detailed criteria. We had been using a different board meeting software for two years already, but when the time came to go out to tender Convene was the one that met our criteria the best.

We judged the different systems on their ease-of-use, the support they offered, the accounts they held, options within the system and, of course, cost.

As a public body, we're required to have a high level of security so that was important to us too, and Convene ticked all the boxes.

### Excellent Support

We've been using Convene since February 2015 and are very happy. We have about 150 users across the organisation, with the biggest users being the eight board member and five members of the executive.

The system is intuitive to use and the support that we've received from the account manager, Gemma, has been excellent. She provided initial training and also additional training when two new administrators joined.

### Good Feedback

The feedback from the board members has been good too. They like the overall visual presentation, how easy it is to use, and the tools within the system which allow them to, for example, annotate documents and share their annotations.

### 365/24/7 Technical Support

The technical backup is very helpful. Our technical questions are quite simple, generally, but we don't always have the skills or time to resolve them internally, so having support on hand from Convene is very good.

**The Construction Industry Training Board works with the industry to encourage training and help build a safe, professional and fully qualified workforce.**

**They have been using Convene for their board, executive and sub-committee meetings**



The Construction Industry  
Training Board

**“The system is intuitive to use and administer, and the support that we've received has been excellent.”**

Dr. Alison Walker-Fraser  
Corporate Governance Manager

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## Features

### Award winning security

- Multi-factor authentication
- Document encryption on server and on device
- Real time decryption
- Remote data wipe on lost devices

### Manage all stages of your meeting

#### Plan your meetings

- Attach documents to agenda items
- Control access & permission to files
- Digitally amend and distribute board packs

#### Engage your participants

- Start remote meetings
- Have real-time interactive presentations
- Lock participants' screens to the presentation
- Vote on items and approve documents

#### Follow-up easily

- Send a meeting summary immediately
- Track actions after the meeting
- Review previous meetings and documents

#### Quarterly upgrades

- Convene is updated every quarter. An upgrade is done when it is convenient for the client.

Gemma's been very good at taking back our suggestions for how the product could be developed to meet our particular needs too. For example, our board members wanted to be able to print documents straight from their iPads, and Convene is going to amend the software to make that possible.

## Intuitive and Straightforward

Our board members are used to different types of portals from their own companies, so there's an expectation that we will adopt a good paperless system too. I think it's mainly the ease of use they like about Convene – the fact that it's intuitive and very straightforward.

We were reasonably happy with the piece of software we were using before, but when I look back now and compare the two systems I would say Convene is much better.

**“Board members like the overall visual presentation, how easy it is to use, and the tools within the system.”**

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## Contact Us

Email: [sales@azeusconvene.com](mailto:sales@azeusconvene.com)  
T: +44 (0)20 8004 5937

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