VONAGE

HEYHI

Singapore-based HeyHi is an interactive online educational platform with a mission to power outstanding online classroom learning experiences to schools, learning centers, tuition centers and private tutors around the world.

Built a scalable platform with innovative features, best-in-class engagement and expert support

vonage.com

HeyHi Powers Global Online Education Platform with Vonage

As HeyHi developed it became clear that in order to provide meaningful, engaging educational tools to students regardless of geographical location, the company needed to find a partner who could provide a reliable, scalable video solution and innovation support.

"In light of COVID-19, online educational platforms have become more essential than ever. HeyHi provides flexible and uninterrupted educational services for continued learning; high-quality video and screen sharing services are critical to that. Vonage's Video APIs can be easily integrated with our web application to deliver enhanced communications among our users," explains Yueh Mei, Founder/CEO of HeyHi.

Powered by the **Vonage Video API**, the HeyHi educational platform is meeting and exceeding the needs of teachers and students around the world during this unprecedented crisis.

> *"As a small company, to have a direct line of contact with the Vonage team is a very unique, important part of this partnership. HeyHi and Vonage engineering teams work in close collaboration to solve issues, innovate our solution and not only meet, but exceed our customers' expectations."*
>
> **- Yueh Mei**
> Founder/CEO | HeyHi

Providing Educational Tools Wherever, Whenever

"So many children miss out on educational opportunities because of geographical limitations, and as an educator, I find this heartbreaking," said Mei. "Our solution aims to fix this issue by giving teachers the power to see, speak and interact with their students remotely as if they were in the same room. Little did we know at launch that our tools would become crucial during the COVID-19 pandemic."

As schools around the globe shifted to remote learning overnight, the HeyHi solution, still in its infancy and not fully implemented, needed to deliver on its promise, and fast. A large school in Vietnam turned to HeyHi to support its teachers and students in this new remote environment, and the small but dedicated HeyHi team worked 10-15 times harder than ever to make it happen.

"Our only thought at the time was that we simply needed to support the tens of thousands of teachers, students and schools suddenly using our product overnight to easily build engaging lessons and interactions," Mei remembers. "We were thankful for the scalability and reliability of the Vonage API as we grew rapidly to meet demand."

RESULTS
The Ability to Adapt to Customer Needs

In addition to a rapidly growing customer base as the pandemic continued, HeyHi was seeing growing demand for functionality and features that its platform didn't yet support. To meet these demands, the HeyHi engineering team worked closely with the Vonage team to adapt and build the tools needed, including a virtual whiteboard.

"During the first six months of 2020, we were expanding exponentially and working as quickly as we could to add features that could make the remote classroom experience even more impactful," said Mei. "Working closely with our Vonage team, we developed a next-generation whiteboard feature, as well as a feature that gives teachers the ability to upload large documents, like worksheet packets, and save them as individual images that can be pulled out and shared as needed."

The value that Vonage brings goes beyond technology. Vonage product managers and engineers provide HeyHi with expert guidance and support whenever needed - no matter the issue.

VONAGE

Vonage, a global cloud communications leader, helps businesses accelerate digital transformation. Vonage's Communications Platform enables integration of APIs into existing products, workflows and systems. Vonage's fully programmable unified communications and contact center applications are built from the Vonage platform and empower companies to transform how they communicate and operate.

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