CASE STUDY #2: Handmade UC services

Tailored collaboration systems for the client's need.

CLIENT STRATEGIC GOALS

Due to M&A activities, the client was required to report on a regular base to the HQ. For this communication, the company used ISDN-based video conferencing. Quality and reliability were suffering, making those conferences dreadful for all the participants. The client had in mind an IP-based solution without compromising the security concept.

CLIENT REQUIREMENTS

Client wanted high security as well as improved reliability. of the call quality. In addition, secure connectivity for video conferencing with partner countries (which were not fully integrated with the corporate network) was required.

TECH FACTOR
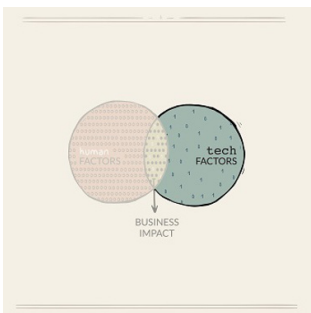
To fulfill the requirements, a dual infrastructure was build: a UCM as a starting point for (a) a mobile-and-remote-access (MRA) (b) a VCS Expressway.

(a) The MRA infrastructure allows the client to connect remote sites to his UCM without having to open up his corporate network. Moreover, the client can easily connect to the video conference units in partner countries.

(b) The VCS Expressway was designed to connect to the VCS Control at the HQ with a reverse traversal zone, allowing full control of the secure connection to the HQ as requested by the security department.

HUMAN FACTOR

Routing the calls over IP rather than over ISDN allowed to move from bad quality to HD and even Full HD, making meetings more immersive and user friendly. Also call reliability improved dramatically because of simplified connections.
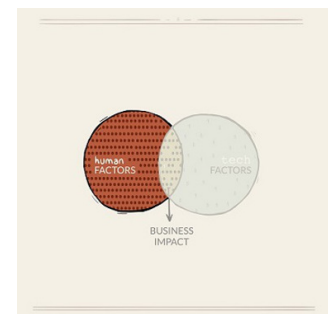
BUSINESS FACTOR
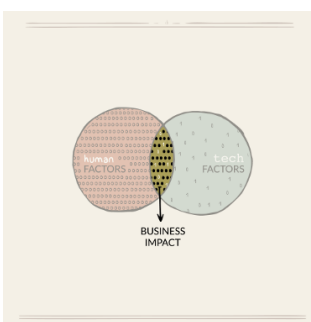
4x more video calls were done by users, which resulted in significant cost savings. Higher quality allowed for longer and more interactive discussions. Incident tickets and the involvement of the service desk were reduced significantly. Using IP instead of ISDN (video call via ISDN means more or less 6 simultaneous voice calls) also meant less long-distance phone charges.