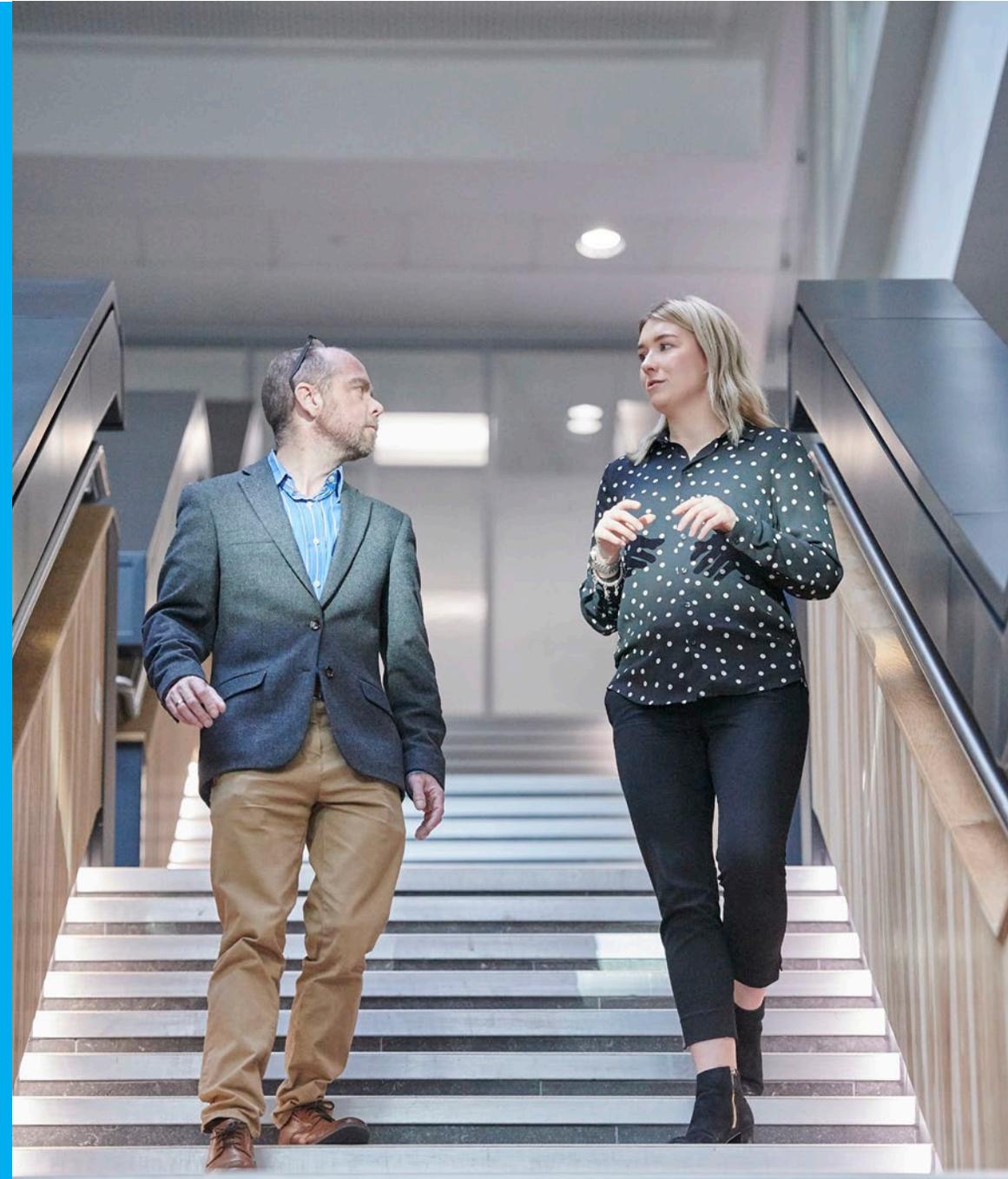


Delivering responsive modernization programs in US Government

VQ Communications supports Force 3's
rollout of strategic transformation in US
Federal Government



Customer need

Force 3 required a management platform that would enable it to deploy a next-generation video and audio conferencing service for a major Government client

Force 3 designs, deploys and supports secure technology solutions for clients in the US Federal Government. One of its customers was seeking to modernize its audio and video conferencing capabilities, and in partnership with Force 3, had selected Cisco Meeting Server (CMS) as the basis for its new deployment.

The key requirements for the federal client's new service were to:

- Provide a self-service conferencing solution to a very large number of users
- Offer a 'white glove' managed conferencing service to a small group of VIPs
- Deliver a similar look-and-feel to the communications apps that users would be familiar with from outside of work. This included features such as the ability to add meeting access details to calendar invitations in a single click
- Offer a consistent, and very specific, in-call experience for everyone using the service, regardless of the device they were accessing it on
- Integrate with the organization's single sign-on (SSO) system
- Provide analytics on service usage

Force 3 needed a management platform for Cisco Meeting Server that would enable it to deliver on these customer requirements.



The VQ Communications solution

Force 3 identifies VQ Conference Manager as the only management platform capable of delivering the functionality and scale the customer required

Force 3's engineering team assessed a variety of CMS management options. Only VQ Conference Manager offered the functionality and scalability the federal customer needed.

VQ's engineers worked closely with Force 3 to deploy VQ Conference Manager in a testing lab, and configure it to provide the highly customized solution the client required.

Following the deployment into the customer's secure live environment, this close working relationship between Force 3 and VQ Communications has continued.

“ From day one, we've worked in partnership with VQ to meet some very specific client requests and address service issues that have come up. What stands out is the rapid response we always get from VQ, even out-of-hours.

What's even more valuable is VQ's openness to adding new features to the product in response to client demands. For example, we made some requests for additional analytics capabilities, to provide the full set of insights the customer wants. VQ is now working on this for us. ”

Daryl Kupper, Senior Technical Consultant



Business outcomes

VQ Conference Manager enables Force 3 to deliver a true conferencing modernization, and to remain exceptionally responsive to the needs of its federal government customers

The customer's initial live implementation has been a big success, driven in part by increased remote working during the Covid-19 pandemic. As a result, the federal customer is planning a significant expansion of its Cisco Meeting Server and VQ Conference Manager footprint, to enable it to roll the service out to more of its teams.

VQ and Force 3 continue to collaborate closely to support this federal customer's conferencing service, as well as CMS-based enterprise solutions in other parts of the US Government.

“ This particular customer implementation would not have been possible without VQ Conference Manager. The software is the foundation of everything we're doing to enable a true modernization. From the call templating to the ability to reduce the call-management team's size and redeploy those people in higher-value roles, VQ has been instrumental. ”

Brian Fink, Account Manager



“ As a company, VQ Communications goes above and beyond to support Force 3 and our conferencing customers. We have regular cadence calls with senior members of the VQ engineering team, including the CTO. Having this level of service is unbelievable – truly awesome – very few companies provide it, and it means we as Force 3 can be incredibly responsive to the needs of our customers. ”

Daryl Kupper, Senior Technical Consultant

