Delivering high-growth video conferencing in the US government

Large federal department chooses Cisco Meeting Server and VQ Conference Manager to deliver a critical part of its strategic IT modernization program.

Customer need

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A large US federal government department needed a management platform to underpin a video conferencing service for 30 agencies across 40+ offices.

As part of a strategic program to provide state-of-the-art IT services across its 30+ agencies, a major US federal government department was planning to roll out a Cisco Meeting Server-based video conferencing service. This would be the first time the department had offered its teams this capability in a centralized way.

The plan was to launch the service to teams in its headquarters, then expand to its 40+ office locations across the United States.

To avoid using the call bridge API, the department needed a management platform with a graphical user interface that enabled it to:

• Configure the conferencing service

• Set up the passcode-protected virtual meeting Spaces in the way it required

• Monitor usage of the service in real-time

• Report on longer-term trends and ROI to its CIO and other stakeholders, and enable it to plan effectively for growth and potential future Cisco Meeting Server investments

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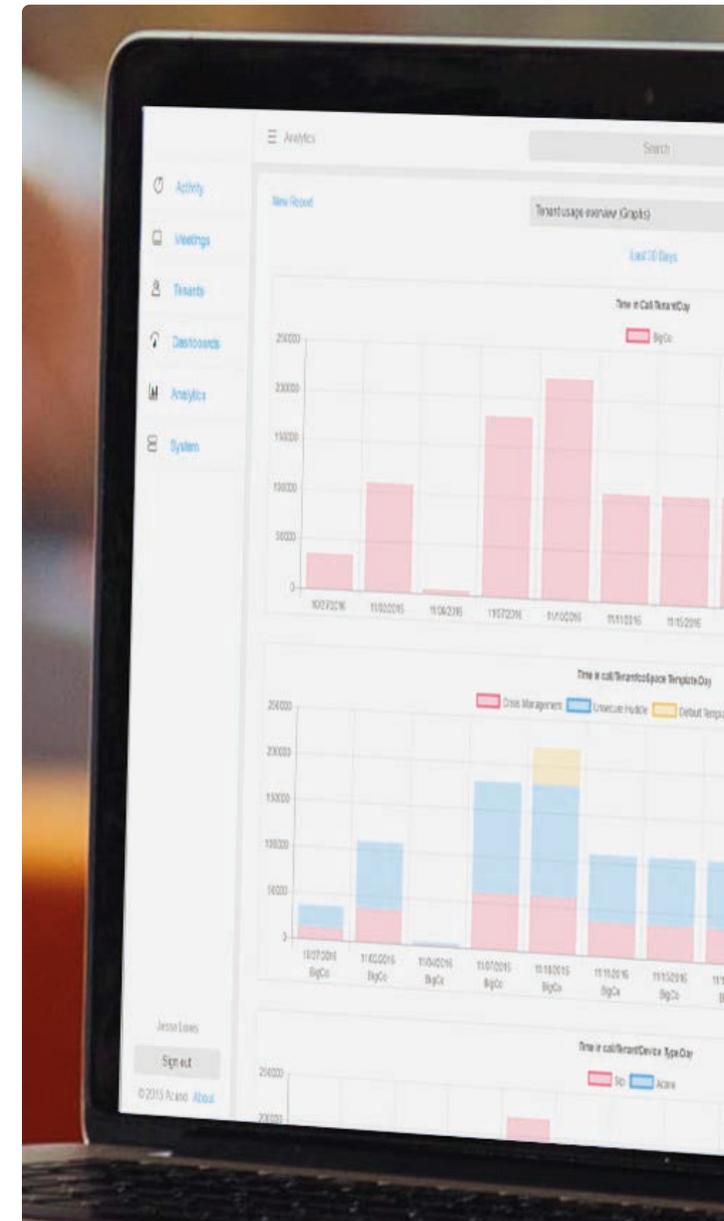
The VQ Communications solution

We partnered with the federal department to help it configure, launch, monitor and report on its service, including to C-level stakeholders.

The federal department selected VQ Conference Manager to underpin its offering. VQ's sales engineering team worked closely with the department's administrators to design and configure the service. This included setting up the passcode-protected meeting Spaces with appropriate roles.

The VQ Conference Manager operator dashboard enables the department's video conferencing team to keep tabs on in-flight calls and Cisco Meeting Server license usage.

Meanwhile, the Analytics enable it to compile key service-related data, and export this to combine with information from other areas in its unified communications landscape. These insights enable the team to provide comprehensive reports to stakeholders across the department, including the CIO.

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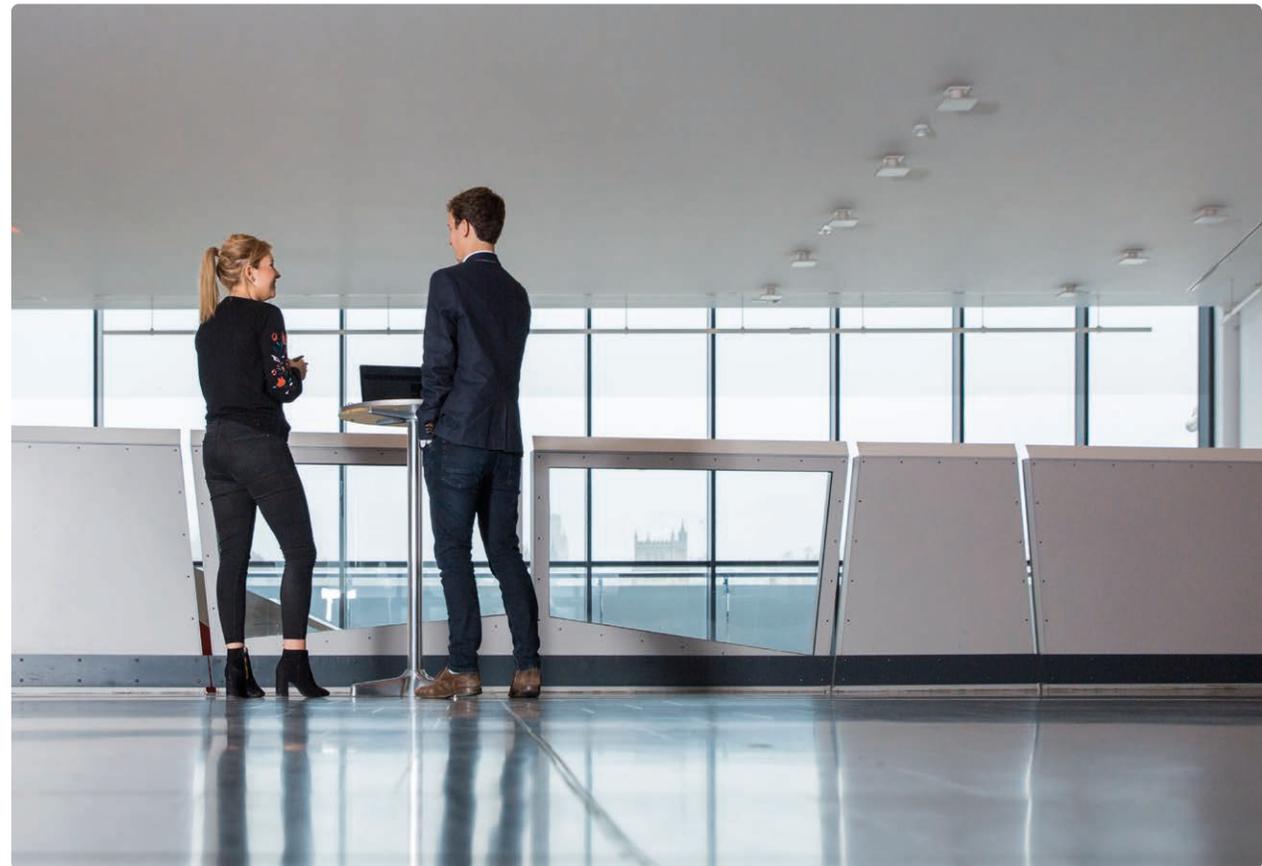
Business outcomes

Following launch, the service rapidly grew in popularity, leading the department to use
VQ Analytics data to build its business case for additional Cisco Meeting Servers.

With the support from VQ, the department successfully launched its service and has gradually expanded it to around half its agencies. As a result, monthly call participants more than trebled during 2018, while the latest month's figures show more than 300,000 minutes of calls taking place.

This enabled it to plan ahead and build a successful business case for two additional Cisco Meeting Server 2000 bridges. These will be brought online imminently, bringing the total to eight call bridges, and giving the department the infrastructure it requires to confidently offer the service to all its agencies and locations.

We couldn't have got where we are without VQ.

The department's video conferencing project manager reflected on the influence VQ has had in helping it launch and grow the service. He says: "I couldn't emphasise enough how important VQ's help was. We would not have the solution we have without their team being involved.

Successfully planning for growth

The initial rollout involved six Cisco Meeting Server 1000 bridges. The rapid growth during 2018, coupled with the department's plans to expand the service to its other agencies and locations, meant this footprint needed to increase.

The department drew on analytics data from VQ Conference Manager to forecast the point when it would need additional capacity.

Attendees per month

Month	Attendees
Jan	2050
Feb	2431
Mar	2858
Apr	2981
May	2987
June	4121
July	4145
Aug	4091
Sept	4237
Oct	5023
Nov	4517
Dec	3821
Jan	6049
Feb	7350

Qtr 1 — Qtr 2 — Qtr 3 — Qtr 4 (2018), Qtr 1 (2019)