Helping a national government agency respond effectively to emergencies

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Government agency uses VQ Conference Manager to host its business-important video conferencing service

CISCO
Compatible

The customer need

A national government agency needed a flexible management platform that aligned with the way it wanted to operate its Cisco Meeting Server-based video conferencing system. The service plays an important role in enabling collaboration, including with bodies such as the United Nations and European Union

Our customer is a government agency, responsible for keeping the country's people safe during emergencies. It has several national offices and typically also has operations going on around the world. Reliable, high-quality communication between its dispersed teams, as well as with external bodies, including the United Nations and European Union, is absolutely essential.

Video conferencing plays an important role in this, and our customer had purchased call bridges from Acano (now part of Cisco; the Acano call bridges are now known as Cisco Meeting Server, or CMS).

The agency needed a way to sync its Cisco Meeting Server-based video conferencing user list with its central Active Directory system, enable its service desk to oversee and troubleshoot calls, as well as to monitor and report on usage.

Most importantly, however, the customer wanted each employee's virtual meeting room (known as a 'Space') to have two separate dial-in PINs – one for the meeting host, another for participants. Users needed to be able to manage these access codes themselves.

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The VQ Communications solution

A ready-made management platform for Cisco Meeting Server that fits the government agency's requirements

When the customer first approached VQ Communications, VQ Conference Manager (formerly Acano Manager) was still in development, so as a short-term solution, the customer built its own software to support the dual PIN codes. However, once VQ Conference Manager was proven in enterprise use, the customer switched over.

By choosing VQ Conference Manager, the government agency benefited from a ready-made management tool for Cisco Meeting Server that enabled:

• Automated syncing with its Active Directory system

• Call oversight by its business-wide service desk

• Users to manage the PIN codes for their Spaces

• Reporting on service usage

Moreover, as a VQ Conference Manager customer, the government agency gets periodic opportunities to partner with VQ Communications to input into the product's roadmap.

The business outcomes

A video conferencing service that works the way the customer requires, while being cheaper and less complex to manage than its previous multi-tool setup

By offering the necessary capabilities (and more) in a single application, VQ Conference Manager is enabling our customer to operate its video conferencing service in a way that aligns with its business requirements.

And using a single, flexible management platform has significantly streamlined the way this government agency manages and runs its Cisco Meeting Server video conferencing service.

Firstly, it no longer faces the complexity and administrative overhead associated with using a variety of off-the-shelf tools. Similarly, it doesn't have the cost and risk of maintaining its own software, but still has the benefit of being able to have meaningful input into new product features.

A spokesperson for the government agency explains: "We have a really good relationship with the team at VQ Communications. As a company, VQ is dynamic and responsive, and we think the same way, which makes working together very easy.

"On several occasions, we've asked for new features, which have then been incorporated into VQ Conference Manager. Having this kind of input into the product is extremely beneficial for us, because it means we have a product that suits our business needs, without having to build and maintain this ourselves."

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