

# Accelerating delivery of a global Cisco Meeting Server system for 50,000 users with VQ Conference Manager



## The customer need

### A technology services provider needed a ready-made management platform to accelerate a time-critical Cisco Meeting Server deployment

A large, well-known technology services provider was deploying a video conferencing service for a global, household-name manufacturing business.

At its heart was the Cisco Meeting Server (CMS), chosen for its ability to scale and give the manufacturer's 50,000+ employees access to self-service conferencing.

This six-node CMS cluster was replacing a legacy video conferencing platform, which needed to be decommissioned by a set date to avoid recurring support fees.

To deploy and then operate the conferencing service, the technology company required a management platform for CMS to help facilitate key tasks, including:

- ✓ Integrating with the manufacturer's LDAP server on an ongoing basis, to ensure the video conferencing service remained up-to-date with employee moves and changes
- ✓ Enabling users to manage certain aspects of the video conferencing service themselves
- ✓ Reporting and analytics across the entire CMS platform
- ✓ Managing and monitoring use of Cisco Personal Multiparty Plus (PMP) and Shared Multiparty Plus (SMP) licensing



The technology company considered Cisco's TelePresence Management Suite (TMS), but this doesn't offer these capabilities. It then investigated building a complete toolset itself, using the CMS's comprehensive API.

However, it became apparent that this would be complex and time-consuming, and the deadline to get the CMS platform live was just 16 weeks away. A custom solution was therefore not viable. The technology company needed a faster way of delivering the required capabilities and managing the service, so looked for an off-the-shelf product.

This is why it approached VQ Communications.

# The VQ Communications solution

VQ provides a proven management platform for Cisco Meeting Server and comprehensive support during and after deployment

VQ Communications provided a two-part solution to help the technology company launch its customer's video conferencing service within the available time.

The first element was VQ Conference Manager (formerly Acano Manager), a proven, complete management platform for CMS. VQ Conference Manager enables customers to deploy a video conferencing service more quickly and operate it with less risk and overhead than they would otherwise be able to.

The second was comprehensive support during and after deployment. This included:

- ✓ VQ's CMS deployment project plan: Drawing on VQ's many installation experiences, this looks holistically at a CMS rollout and helps ensure dependencies are in place when required, thereby facilitating a smooth deployment
- ✓ VQ staff on-site at the manufacturer's European headquarters, as part of a team that included engineers from Cisco, the technology company and the end customer
- ✓ A team of VQ staff based remotely, supporting the on-site team



## The business outcomes

Working with VQ Communications enables Cisco Meeting Server rollout to begin and keeps the challenging deployment schedules on track

VQ Conference Manager and VQ's comprehensive support have enabled the technology company to move successfully towards its planned go-live date for its customer's CMS video conferencing service.

VQ has helped set up and test the critical provisioning and service definition configuration, as well as the cutover process to the CMS-based service. This has enabled the phased rollout to begin. Employees have been extremely impressed and are keen to continue using the service.

Consequently, the full CMS deployment remains on track for launch at the end of the 16-week period. This will enable the manufacturing company's 50,000+ employees to benefit from a state-of-the-art self-service video conferencing system that incorporates the latest CMS features. It will also enable the business to avoid unnecessary costs by decommissioning its old system on-schedule.



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