

CASE STUDY:

Environment Canterbury

Environment Canterbury's (ECan's) purpose is to achieve a sustainable environment and sustainable communities, for the benefit of people, communities and future generations, at a reasonable level of monetary and personal costs. The organisation aims to keep the Canterbury region as a living landscape, which has a flourishing environment and is rich in natural resources.

ECan has offices in Christchurch, Timaru and Kaikoura as well as staff located at fifteen other depots around the South Island.

The Need

Environment Canterbury first installed Video Conferencing (VC) technology about 10 years ago to improve communication between its two main offices in Christchurch and Timaru. Frequent meetings are held between staff via VC in both locations.

The original VC technology used by Environment Canterbury ran via a Telecom ISDN line which was proving expensive to run. This, combined with growing VC requirements prompted Environment Canterbury to assess what else was on offer in the market when the time came to upgrade the existing equipment.

Bernie Schrick, Environment Canterbury's ICT Operations Team Leader had two major requirements for the project. The first was to look at alternative technology to reduce the running costs. He also wanted a bridging facility that enabled users to link up with several other parties in other locations at the same time.

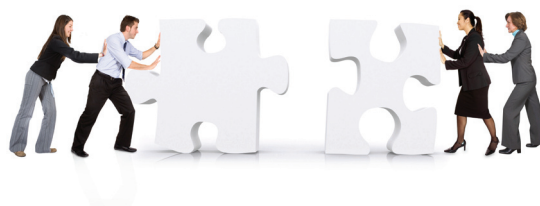
The Solution

As a platinum reseller of Tandberg VC technology in New Zealand, Canon were able to offer a comprehensive

yet well priced solution consisting of a Tandberg 880MXP with an embedded 4 video and 3 audio bridge and a Tandberg 770MXP. In addition the Tandberg Management Suite (TMS), software was installed on one of ECan's servers to monitor and manage VC sessions and devices.

"The Canon Tandberg solution was offered at a very competitive price and contains a huge range of features to improve the way we do business"
said Bernie Schrick.

TMS is designed to maximise the up-time of the technology and ensure the network is extremely reliable as the IT team know the current status of every component in the network regardless of where it is located. This means the IT team will know about an issue before the end user, thus ensuring the technology is always ready for operation.



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One of these features is Content Sharing, which enables Environment Canterbury to display presentations on a second display screen.

Canon offers the most comprehensive support for video conferencing technology within New Zealand with a number of Tandberg certified engineers that can troubleshoot over the phone, or in person.

“When we conduct VC training sessions with our colleagues in the Timaru office, not only can we see each other, all participants can now see the presentation on a second display screen which is very useful.”

Bernie said the implementation of the new technology was seamless. “At a scheduled time Canon installed the equipment in both the Christchurch and Timaru offices and the entire changeover took just two hours. Canon had pre-set the devices so they were ready to go.”

Canon also conducted training sessions for staff in both offices. “The equipment is very easy to use and the instructions fit on an A4 sheet of paper,” said Bernie.

The Result

“The new Tandberg solution has enabled us to save costs with improved quality. Unlike our previous VC technology which ran on an ISDN line, it now runs on an IP connection via our computer network,” said Bernie.

“With this Tandberg solution we can easily build on from where we are. We are potentially looking at extending this to cover our other offices which are scattered across Canterbury, so it’s comforting to

know we have a very good starting point.”

Bernie said that he expects TMS to really come into play once they have further extended the scope of the solution to other offices.

As a platinum reseller of Tandberg VC technology, Canon has invested considerably in infrastructure to support the technology, and this has not gone unnoticed by Environment Canterbury.

“We have been very impressed with Canon’s after sales service. One time we had some difficulty initiating an ISDN based VC call with a job applicant in the US, and it was simply a matter of picking up the phone and Canon set us right.”

Canon offers the most comprehensive support for video conferencing technology within New Zealand with a number of Tandberg certified engineers that can troubleshoot over the phone, or in person. Canon’s Tandberg customers also have access to Tandberg-certified technical experts who are also experts on network architectural infrastructure.

“The implementation of this Tandberg Video Conferencing solution has been great for Environment Canterbury,” said Bernie. “It’s in, it’s used, it delivers great functionality and saves cost. At the end of the day this is a solid, mature solution - one that we can build upon as and when our requirements change.”

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www.seegreenow.com

