A Recipe for Managed Video Conferencing

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Current Video Conferencing Uses

- Distributed campus classrooms
- K12 special education
- Virtual field trips
- Remote presenters to a meeting
- Student interviews with companies
- Telemedicine
- Music Master classes
What's the Problem?
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- Barriers slowing the uptake of videoconferencing
  - Room setup is complex
  - First 5 mins critical during a video-conference
  - Performance often variable to new endpoints
  - Video service management costs are prohibitive
  - Capital costs are very high
- Remote education has not reached its potential
- Previously offered services had limited adoption
Keys to VC Success

- EZ Scheduling
- Pre-Testing & Certification of Endpoints
- Active Monitoring
Keys to VC Success

Scheduling

- MVCS customers use web form
- MVCS resource availability viewable
- Can schedule MCU, IPVCR, netcasting
- Endpoint information gathered ready for testing
Pre-Testing & Certification of Endpoints

- New endpoints are pre-tested by NOC staff before the scheduled event
- MVCS contact made with new endpoint administrator
- Once tested, endpoint added to database of MVCS endpoints
Keys to VC Success

Active Monitoring

Merit's MVCS NOC Staff

for support call:
734-615-0297
email:
mvcshelp@merit.edu
Keys to VC Success

- Before event, NOC staff check in with endpoints
  - perform audio & video check, troubleshoot
- NOC staff can monitor live event
  - Can assist with extending an event (resource scheduling)
  - Can troubleshoot if issues arise
MVCS Features

- Multipoint videoconferencing
  - Powerful multimedia conferencing bridge
  - H.320 (ISDN), H.323 (IP) & SIP support
  - H.239 data sharing
  - Web streaming, recording & archiving
  - Comprehensive Certification and pre-testing of endpoints

- Desktop collaboration tools powered by Marratech

- Active Monitoring by Merit’s NOC operators
Benefits

- Simple to use - web-based booking through member portal
- Positive video conferencing experience
  - Pre-testing and live monitoring ensure success
- Simple, Low-Cost Fees
  - Pre-purchase “debit account” model
- Archiving of video conferences
- Live web streaming of video conferences
Ongoing Goals

• Enhance current video collaboration for Merit’s members
• Evaluate & Incorporate Best New Video Collaboration Technologies
• Upgrade to Support HD & Telepresence
• Consulting Service for Videoconferencing Classroom Design & Best Practices
• Full Netcasting service & Media Repository
some lessons so far...

- Often multipoint VC of 2 endpoints with live monitoring
- MVCS endpoint certification & pretesting popular
- IPVCR recording of lectures for archived On-Demand viewing
questions