

University of Houston-Downtown Expands its Video Horizons with RADVISION Infrastructure and Desktop Conferencing

About



Customer: University of Houston – Downtown (UHD)
Country: USA
Industry: Education
Product: RADVISION's complete video conferencing infrastructure solution including SCOPIA Multipoint Conferencing Units (MCU), SCOPIA Desktop and iVIEW Suite Management and H.323 Gatekeeper application.

About University of Houston – Downtown

Since opening its doors in 1974, UHD has grown in mission and service, and now offers baccalaureate degrees in 48 areas and four master's degree programs. Enrollment has surpassed 12,000 students who attend classes in four Colleges: Business, Humanities and Social Sciences, Public Service and Sciences and Technology. A fifth college, University College, serves as the entry point for all students coming to UHD. Approximately 2,000 students graduate each year with degrees in humanities and the arts, social sciences, business, the sciences and technology, education and criminal justice. As one of the four distinct and separate components of the University of Houston System, UHD offers educational opportunities and access to students from a variety of backgrounds including many first generation college students, students who work full or part time, students who may have family obligations and students who transfer from community colleges and other higher education institutions.

The Mission

UHD needed to replace its existing video network infrastructure (MCUs) with a reliable, robust platform that delivered value added features, such as firewall traversal, high definition support and remote desktop connectivity and data collaboration.

"The SCOPIA platform proved to be a robust package that encompassed reliable desktop conferencing, built-in firewall traversal and HD support. This single-vendor solution proved reliable, dependable and blended ergonomically with our workflow – without compromising system stability or application deployment."

Steve Cachia, Manager for Video Network Services,
UHD Division of Information Technology.



A UHD video conferencing room

The Challenge

UHD is a pioneer within the University of Houston System in utilizing video conferencing technology. It is used both in distance learning and day to day communications between remote sites, with up to 80 hours of constant connectivity per week. As such, the video conferencing system is a mission-critical part of the university's communications

infrastructure. The new infrastructure not only needed to deliver value added features, it had to be easy to use, integrate seamlessly with existing endpoints and workflow, and deliver the robust performance for UHD's heavy usage today, as well as with projected added desktop connectivity and high definition.

The Solution

UHD enjoyed years of positive experience with RADVISION's Gatekeeper technology, especially when it came to engineering issues. For the staff at UHD, strong engineering was a critical factor in choosing a new vendor. RADVISION's standard-based vision was in sync with UHD's approach and laid the groundwork for a fruitful partnership.

UHD deployed two RADVISION SCOPIA® MCUs, SCOPIA Desktop, and iVIEW™ Suite and Gatekeeper

in an extensive, full-scale pilot. The first stage of the pilot was to ensure that the new infrastructure would stand up to the rigorous test of UHD's present capacity, without compromising the constituent's experience. These tests were completed in a full production environment, with special emphasis on remote desktop connectivity. High definition testing in a production environment with Polycom and Tandberg endpoints and standard PC's was also carried out successfully.

The Benefits

For both audio and video, the system was tested for out of order packets and lost packets and the results were verified and deemed excellent. The system proved robust to handle added remote desktops via SCOPIA Desktop. The high definition tests were also very successful, with the quality on the PC significantly impressive.

"We are now positioned to offer our constituents a completely seamless solution that extends our advanced

systems right to the desktop," says Steve Cachia, Manager for Video Network Services, UHD Division of Information Technology. "With the SCOPIA platform's Flat Capacity Plus™, we are getting more value from each port, while reducing the burden on the system to handle network, audio and video separately. And we can transmit sessions using H.264, HD & H.239 without restriction."

Looking Forward

UHD is planning to roll out SCOPIA Desktop for a large number of users. While this pilot was within the limits of the university's operational centers (UH-Cinco Ranch, UH-Sugarland & The University Center), plans include expanding to encompass security and crisis management, as well as e-learning. "The SCOPIA Desktop is a springboard for offering connectivity to the university's many 'road warriors' and opening

a whole new world to so many of our constituents," adds Steve. "The SCOPIA MCU and SCOPIA Desktop have been proven to deliver a reliable, robust platform that meets our needs. We have found a true partner in RADVISION; a partner that shares our vision of what video conferencing can do, and where it will take us."

About RADVISION

RADVISION (NASDAQ: RVSN) is the industry's leading provider of market-proven products and technologies for unified visual communications over IP and 3G networks. With its complete set of standards based video networking infrastructure and developer toolkits for voice, video, data and wireless communications, RADVISION is driving the unified communications evolution by combining the power of video, voice, data and wireless – for high definition video conferencing systems, innovative converged mobile services, and highly scalable video-enabled desktop platforms on IP, 3G and emerging next generation networks. For more information about RADVISION, visit www.radvision.com

USA/Americas
T +1 201 689 6300
F +1 201 689 6301
infoUSA@radvision.com

EMEA
T +44 20 3178 8685
F +44 20 3178 5717
infoUK@radvision.com

APAC
T +852 3472 4388
F +852 2801 4071
infoAPAC@radvision.com