

Communications Authority of Thailand Delivers Video Managed Services to Customers Using RADVISION Solution

Highlights:

Client:	Communications Authority of Thailand (CAT)
Products:	RADVISION viaIP 400 with Data Collaboration Software Package (DCS-30) for MCU, MW-BRI-EC and WAN Module including 2 ISDN/BRI ports
Number of sites:	Thirteen in Thailand
Application:	CAT, a service provider, uses the RADVISION solution to provide managed videoconferencing services to its broadband enterprise customers, as well as using it internally for customer support of its regional offices. This solution also demonstrated the carrier grade nature of the RADVISION solution and its complete interoperability with Tandberg end-points.

Introduction

As the main communications service provider of the nation of Thailand, the Communications Authority of Thailand (CAT) plays an important role in developing and applying the most advanced technology for both postal and telecommunications systems, constructing optical fiber cable and satellite networks, investing the deployment of an intelligent network of ATM switching systems and providing a variety of multimedia telecommunications services.

CAT picked RADVISION's carrier class visual communications infrastructure solutions to migrate from ISDN to IP and to deliver robust videoconferencing services both internally and externally.

CAT has chosen to embrace visual communications in two ways. The first is as a revenue-generating service, providing manager videoconferencing services to its broadband enterprise customers. Secondly, CAT is using videoconferencing internally, linking its central customer support department and regional government offices that are part of the CAT network.

Background

The CAT was established in 1977 to operate and expand Thailand's postal and telecommunications systems for the benefit of the country and the public. CAT is a component of the Ministry of Transportation and Communications.



Videoconferencing services have been available to CAT data communications department engineers since the early 1990s. Until the introduction of RADVISION products in the network, videoconferencing had been supported on the legacy circuit switched network using ISDN. As a result of expanding broadband data network capabilities to enterprises and the opportunity to provide converged value added multimedia communications services, CAT network planners have introduced H.323 videoconferencing services on the CAT IP network infrastructure, leveraging the carrier class reliability, scalability, and functionality of the RADVISION viaIP 400 solution.

Challenges

When migrating H.320 videoconferencing system users from the legacy networks to an H.323-based IP network, the end points need to support the H.323 protocol. Earlier generations of videoconferencing equipment did not support H.323 and, therefore, the pilot program has purchased new dual protocol terminals from TANDBERG. In order to support communications between the new IP-based systems and the legacy H.320 systems, the network needed robust and reliable gateway technologies that would scale to meet the rapidly growing demands of the customer base.

During their videoconferences, data communications department users and enterprise customers need to collaborate on diagrams and applications. In some instances, the video and data collaboration session may involve more than two parties, therefore, in addition to visual communications, the solution they picked needed to also feature a reliable and robust data collaboration functionality.

Why CAT Chose RADVISION

CAT customers, both their enterprise data customers and internal users, expect feature rich services such as those available using RADVISION video network products with integrated data collaboration. Product evaluations led service developers to conclude that RADVISION's carrier grade solutions are affordable, reliable, feature-rich, advanced management tools, and has a powerful IP-based architecture, which in combination provided all necessary services and delivered the scalability to meet the future requirements as CAT's managed video service subscriber base grows. In addition, the product's ECS call management system emerged as a powerful tool as the company's use and video customer base grows. Additionally, the RADVISION solution features advanced functionality and supports many of the advanced features of the Tandberg endpoint in a seamless end-to-end installation.

Enhanced Communication Server (ECS) – The RADVISION ECS is an advanced management application with H.323 gatekeeper functionality that is essential for the management of IP telephony and multimedia communication networks. The ECS can set policies and control network resources, such as bandwidth usage and traffic direction, to ensure optimal performance.



Results

By using TANDBERG end point and the RADVISION viaIP 400 platform, customer service and support professionals and their customers can see and hear one another while also collaborating on screen. This highly integrated capability has proven to accelerate trouble ticket resolution and satisfies customer requirements. In addition, the users of H.323 IP-based systems continue to be able to conference with their counterparts on H.320 (ISDN)-connected systems thanks to the advanced gateway functionality of the RADVISION solution. CAT enterprise broadband customers, who have purchased end points but are not willing to invest and manage the call management and multipoint conferencing infrastructure, also benefits from CAT's choice of the RADVISION solution. With this solution enterprises can have a powerful videoconferencing solution at their fingertips without the need to invest in equipment or deal with the IT management issues inherent in rolling out and supporting a visual communications architecture.

About RADVISION:

RADVISION (Nasdaq: RVSN) is the industry's leading provider of high quality, scalable and easy-to-use products and technologies for videoconferencing, video telephony, and the development of converged voice, video and data over IP and 3G networks. RADVISION has two distinct business units. RADVISION's Networking Business Unit (NBU) offers one of the broadest and most complete set of videoconferencing network solutions for IP- and ISDN-based networks, supporting all end points in the industry. The company also provide businesses and service providers with integrated solutions that deliver converged IP-based video telephony applications to employee computer desktops and residential broadband homes worldwide. The Company's Technology Business Unit (TBU) provides protocol development tools and platforms, enabling equipment vendors and service providers to develop and deploy new converged networks, services, and technologies. For more information please visit our website at www.radvision.com

For more information on the Communications Authority of Thailand, please visit www.cat.or.th

