

# CALNET 2 CONFERENCE SERVICES

# CUSTOMER FORUM





**CALNET 2**  
**CONFERENCING**  
**S E R V I C E S**

# Welcome

Gail Overhouse

Acting Chief Deputy Director

DTS

# CUSTOMER FORUM





**CALNET 2**  
**CONFERENCE**  
**SERVICES**

# Introductions

Wes Nitta

Telecom and Network  
Contract Branch Manager  
DTS

# CUSTOMER FORUM



# CALNET 2 Conferencing and Collaboration

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**GLOBAL CAPABILITY.  
PERSONAL ACCOUNTABILITY.**



# **CALNET 2 Conferencing and Collaboration**

## **Bringing solutions to Government Business Needs and Initiatives**

- **How do you conduct your meetings today?**
- **How many people are driving or flying into those meetings?**
- **Is anyone missing a meeting due to a conflict of schedules, or out of the office sick?**
- **Do you have to come up with a way to do more with less?**
- **Using the CALNET 2 Conferencing tools to be more efficient and bring your meetings to a broader audience base**
- **Going Green Initiatives**
- **Training Requirements**
- **Open Public Government**
- **Disaster Recovery**

# Conferencing Portfolio

## Audio Conferencing

- Operator Attended Services
- Self Service
- IP Audio Conferencing
- Conferencing Features

## Net Conferencing

- Operator Attended Services
- Self Service
- Customized & Advanced Net
- Integrates with Audio Conferencing
- WebEx and Microsoft Integration

## Video Conferencing

- Premier/Standard Service Levels
- Self Service
- IP Video Conferencing
- HD Video Conferencing

## Web Tools

- Web Moderator, Meeting View
- E-Meetings
- Online Invoice Tools
- Microsoft® Office® Integration
- Mobile Conference Connect

*Support for any size meeting, for any size company, on call by call basis*



# Verizon Business IP Audio Conferencing

- **Introduced IP Audio conferencing in March 2004**
- **Verizon Business Conferencing allows customers that have implemented VoIP within the enterprise to utilize the IP Audio Conferencing platform for Instant Meeting**
- **End User Experience does not change**
  - Reservation-less feature set is the same on IP platform
- **The Conferencing IP bridge platform simultaneously supports**
  - Direct IP-to-IP call connections (native IP)
  - PSTN call connections
    - » Migration at a pace that is comfortable
- **Supports dedicated and public Internet connectivity**

# Verizon Business Net Conferencing Capabilities

- **Net Conferencing enables you to reach participants around the world simultaneously bringing real-time collaboration to every employee**
  - improve meeting effectiveness and efficiency
  - connect remote users at any location at any time
  - cut departmental travel expenses
- **Four options available**
  - Reserved Net Conference
  - Instant Net Conference
  - Advanced Net
  - Customized Net Conference
- **Audio Integration**
- **Secure and reliable**
- **Flexible packages**
- **Choice of Vendor platforms**
  - Microsoft or WebEx
- NAMED HOST NOW AVAILABLE – CISCO WEBEX



[http://www.webex.com/media/pl/CSM\\_Flash\\_tours/overview/start.html](http://www.webex.com/media/pl/CSM_Flash_tours/overview/start.html)



# Video Business Conferencing Overview

- Provides live, interactive, image, and voice communication between two or more locations
- Offers businesses the ability to have face-to-face interaction while saving money on travel expenses
- Allows companies to conduct remote meetings from locations around the world:
  - 24 x 7 Global support
- Flexible reservations
  - Via Phone through our Global Centers
  - On-line reservations through e-scheduling or on our website
  - Instant Video – reservation-less
- Verizon supports standards-based Video Conferencing protocols
  - ISDN (H.320)
  - IP (H.323) – Internet and MPLS (Private IP)



# New Video Conferencing Features

- **Video Conferences in High Definition**
  - HD Video Conferencing provides customers with a higher quality picture
  - Available on Premier and Standard service level calls
  - Customer-owned video codecs must support HD
  - Available with IP network transport
  - Customers must request HD at the time of their reservation
- **Video Conference Recording**
  - Video Conferencing customers may use the feature to record their Video Conference calls
  - Available on Premier and Standard service level calls
  - Request for recording should be made to Operator when call reserved
  - Customers may download their recording or have it sent to them on hard media (CD)

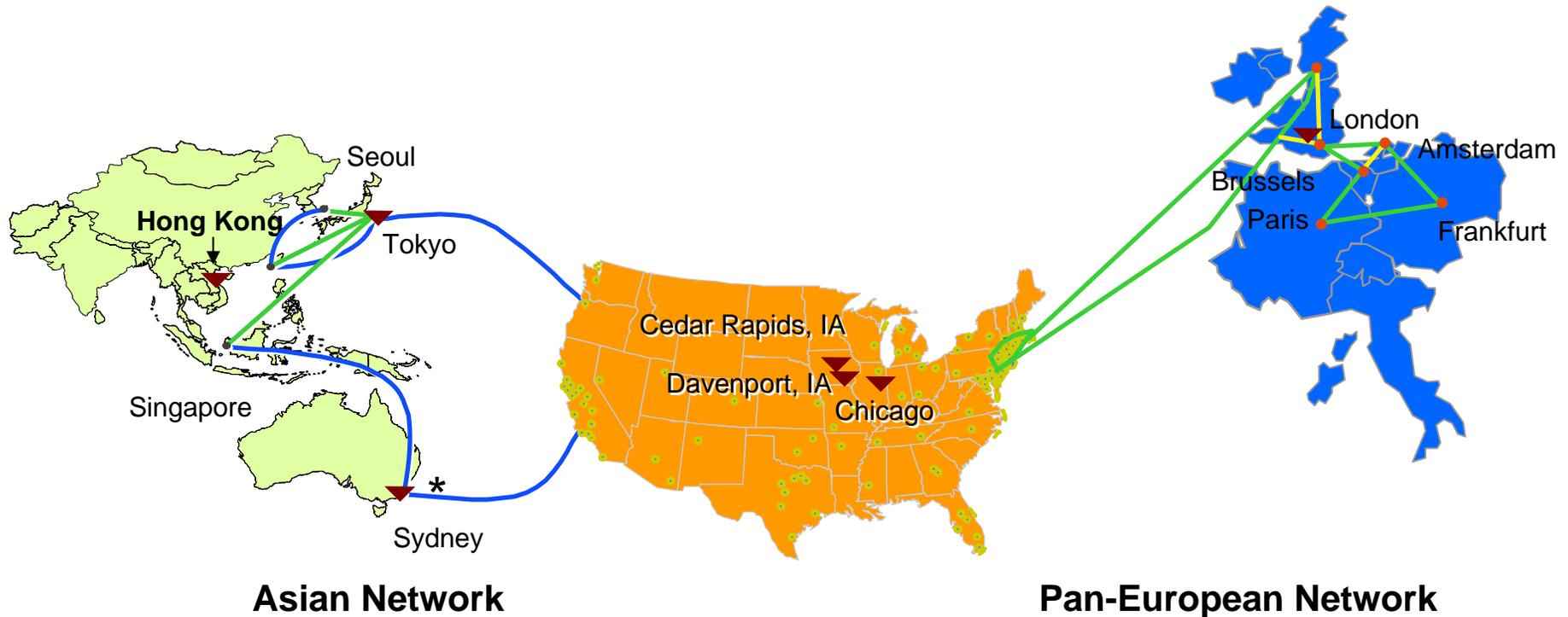


# Mobile Conference Connect

- Optimize Customer Command & Control
  - Enables registered Instant Meeting leaders and/or participants to use their BlackBerry or Windows Mobile® device to manage certain aspects of their Instant Meeting conference.
- Effective Collaboration
  - No Authorization Codes to Enter
  - Add Participants from Address Book on Smart Handheld Device
  - Verifies Audio Bridge Credentials
  - Similar Controls as Web Moderator

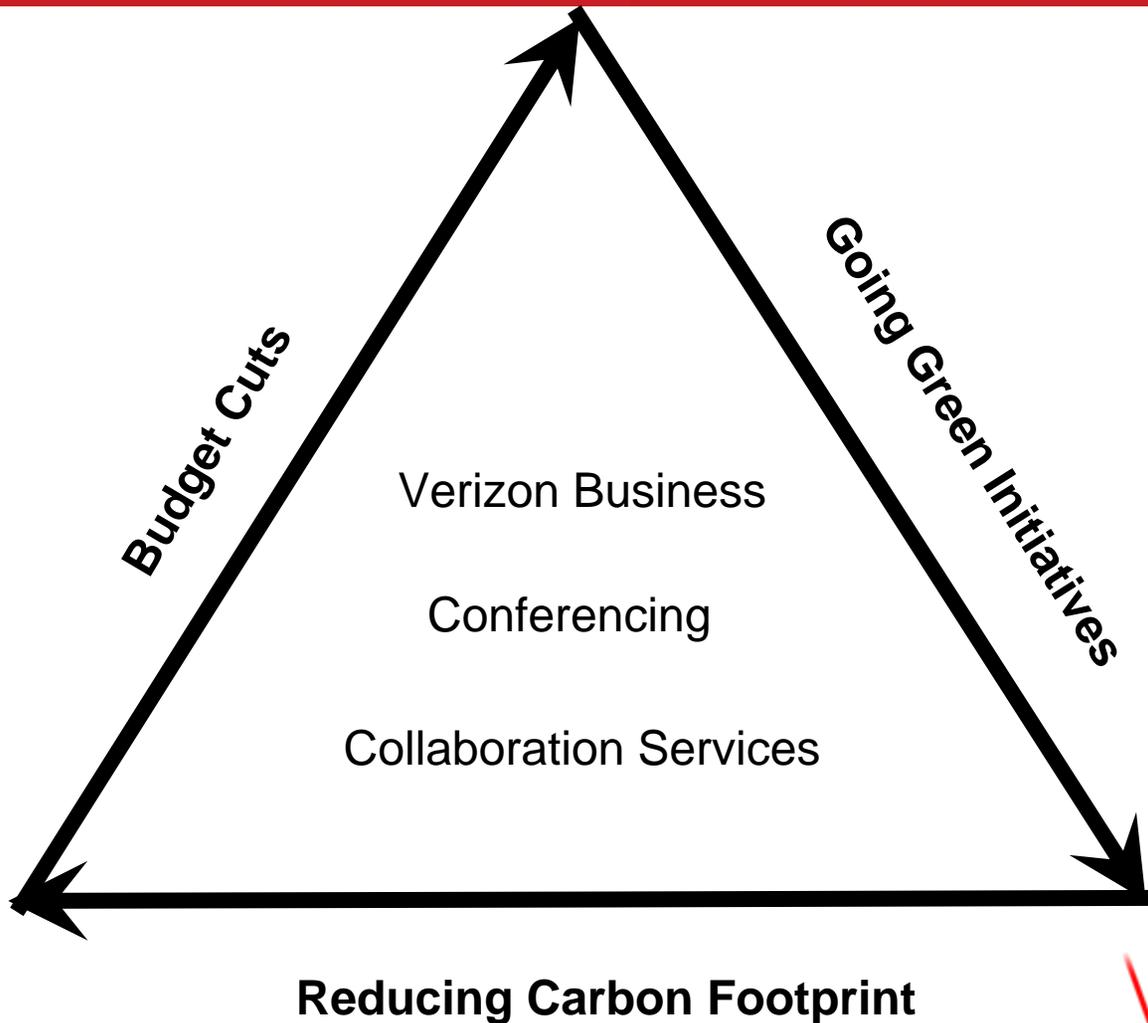


# Verizon Business Global Coverage



***Call Centers in Chicago, Cedar Rapids & Davenport IA, UK & Hong Kong  
End-to-end fiber connectivity reservation system redundancy,  
network diversity and dynamic routing from one carrier***

**Thank You**



# AT&T Video/Telepresence Overview

**Lance Kolesar**  
**Regional Sales Manager**  
**Global Business Solutions - Video**



# AT&T Application Solutions

## Mobile/Wireless



## Personal



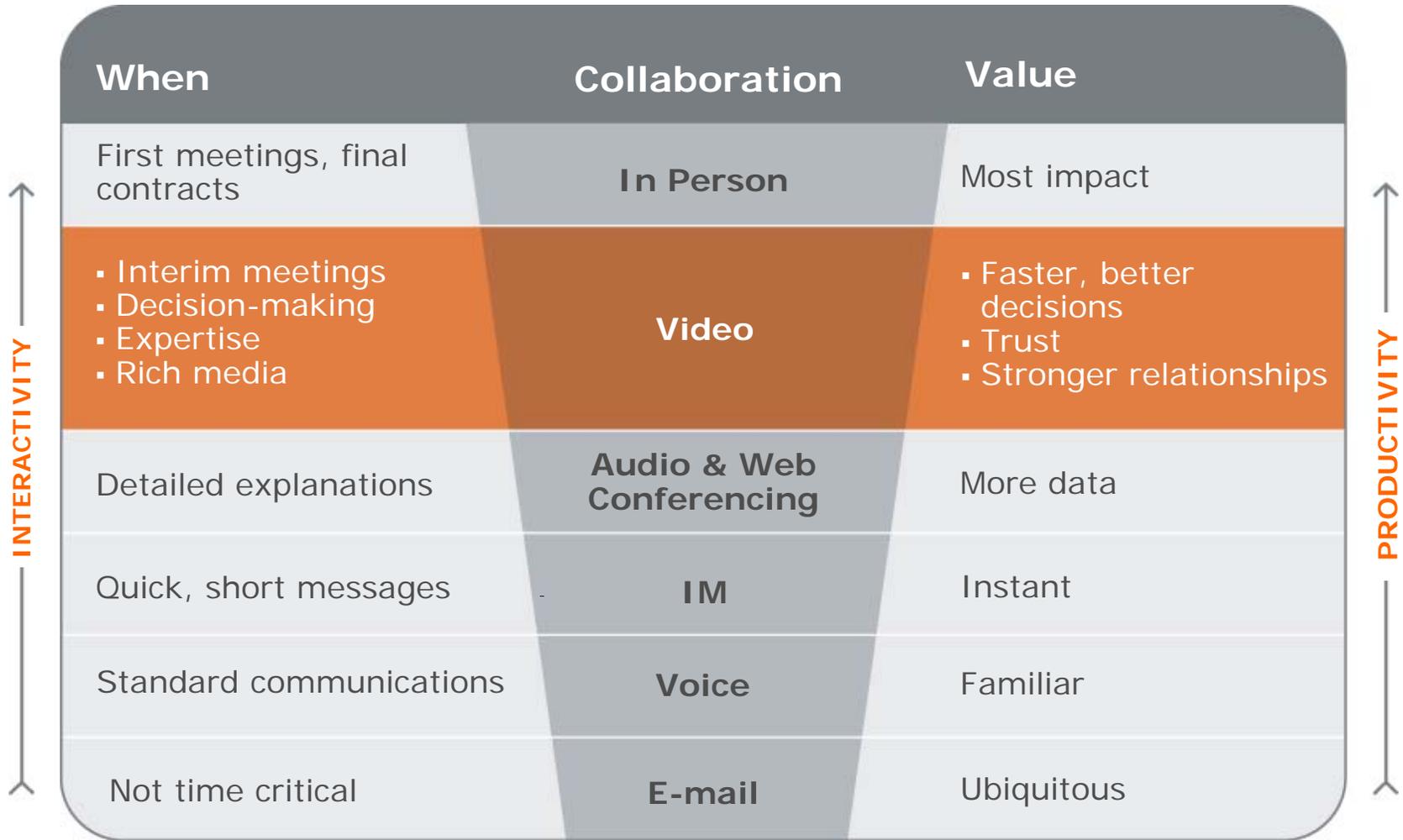
## Telepresence



## High Definition (HD) Bridging



# The Right Method for the Right Message



# AT&T's Video/Telepresence Offer

AT&T's network to build a converged application

- ATM
- MIS
- ISDN
- AVPN

Manage the Videoconference with Managed Bridging Services

- AT&T Video Bridging Service
- AT&T Video Gateway Service

Outsource the entire Video Application

- IDSolutions

Help on the design and implementation

- Manufacturers
- Outsourced Partners

Video infrastructure

Special Events

- AT&T Managed Services
- Telepresence Expertise
- Managed solution



# Telepresence

**Telepresence** refers to a set of technologies which allow a person to feel as if they were present, to give the appearance that they were present, or to have an effect, at a location other than their true location.

Telepresence requires that the senses of the user, or users, are provided with such stimuli as to give the feeling of being in that other location. Additionally, the user(s) may be given the ability to affect the remote location. In this case, the user's position, movements, actions, voice, etc. may be sensed, transmitted and duplicated in the remote location to bring about this effect. Therefore information may be traveling in both directions between the user and the remote location.

True High-definition (720p) requires  $1025\text{kps} + 20\%$  for overhead = 1280kps

AT&T installed Cisco, Polycom and Tandberg Telepresence for demos and internal use

In MSA 1

# What's Driving Telepresence Growth?

"Go Green"/Minimize Travel/Maximize Executive's Time

Accelerate Time to Market & Decision Making

Scale Scarce Expertise (Execs/SMEs)

Increase Employee Productivity

Enrich Cross-Cultural and Cross-Company Collaboration

Maximize Customer, Partner and Supplier Intimacy



## Value Of AT&T Telepresence Solution to Your Business

- Greater **collaboration** across suppliers, partners and employees
- Enables inter-company **innovation**, **enhanced decision making** and **improved time to market**
- Solution **simplicity** with a **secure and scalable** integrated application
- Optimized experience with **reduced technology risk** and improved TCO
- Business **transformation**

# Tandberg Telepresence



8000 MXP

# Polycom



# AT&T Cisco Managed Telepresence ATS Endpoints

A Configuration For Every Application

**High Definition Video—1080p**  
(twice the video quality of  
720p)

Every participant has “a seat at  
the table”, **life-size images**

Eye contact, facial gestures and  
emotion help create  
**engagement**

**Audio is spatial**, sound comes  
from participants using normal  
voice levels

**As easy as placing a phone call**

Technology invisible to the  
user

One button to push



**1-Screen  
Two Users  
CTS1000**

- 2 seats
- HR/Interviews
- Small team
- Extended reach to vendors

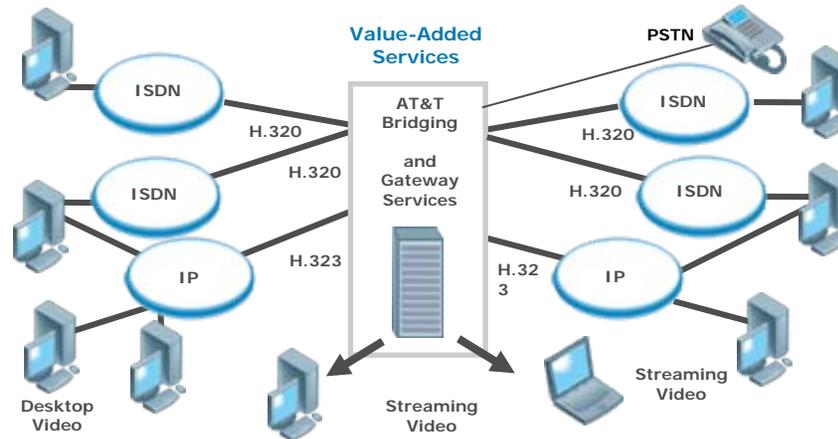


**3-Screen  
Six Participants  
CTS3000**

- 6 seats
- Small Group Collaboration
- Executive conference

# AT&T Video Conferencing Services

Highly Reliable and Scalable Solution



## Complete portfolio of high quality services meeting diverse needs

- Technology for real time interaction
- Combination of audio, video and data
- System types from PCs to custom rooms
- Multipoint or Point to Point
- Advanced web-based tools
- AT&T IP MPLS transport is more reliable and secure, and less expensive than ISDN or public Internet services
- Bridging of multipoint and point-to-point videoconferences
- Any mix of ISDN and IP on same video call
- Reserved & reservationless conferences
- Assisted and self service options
- Event coordination for special events
- On-line tools for management and control
- Managements tools and call detail records
- World class customer care
- **No IC, no MRC, pay for what you use**

# AT&T Managed Video Solution



## Totally Managed solution components

- Help Desk: with 800#/ 24X7 follow the sun answer
- End point trouble shooting support
- Maintenance of video endpoints  
View endpoints down to the codec
- On site maintenance and installation when required
- Call scheduling and set up for Multipoint or Point to Point
- On call management/monitoring
- Set up any mix of ISDN and IP on same video call
- Ability to view endpoints down to the codec
- On call management/monitoring
- Software updates pushed to endpoints
- Configure, install, operate, and maintain all conferencing premise systems.
- Provide fulfillment of upgrade/replacement codec
- Set up any mix of ISDN and IP on same video call
- Ability to view endpoints down to the codec
- Software updates pushed to endpoints
- Reports and tracking- monthly utilization reports
- Semi annual video endpoint testing

# AT&T Can provide you with the Video Conferencing options that fit your needs

AT&T can support all your video needs

- We have the expertise to be your video equipment consultant
- We represent all the leading video conferencing and Telepresence vendors, we can be vendor neutral
- We have the labs and experts to assist you in your network design
- We have the management team to set up calls
  - Point-to-point
  - Multipoint
  - Gateway
- We have the staff to monitor your calls
- We have the skilled technicians to trouble shoot
- We have the support team to keep your equipment in up-to-date software
- We can provide equipment fulfillment/new CPE replacement
- **AT&T can do it all!**

# TANDBERG

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George Lillig

Director

TANDBERG West Region

**TANDBERG**

**See: productivity**

**See: passion**

**See: performance**

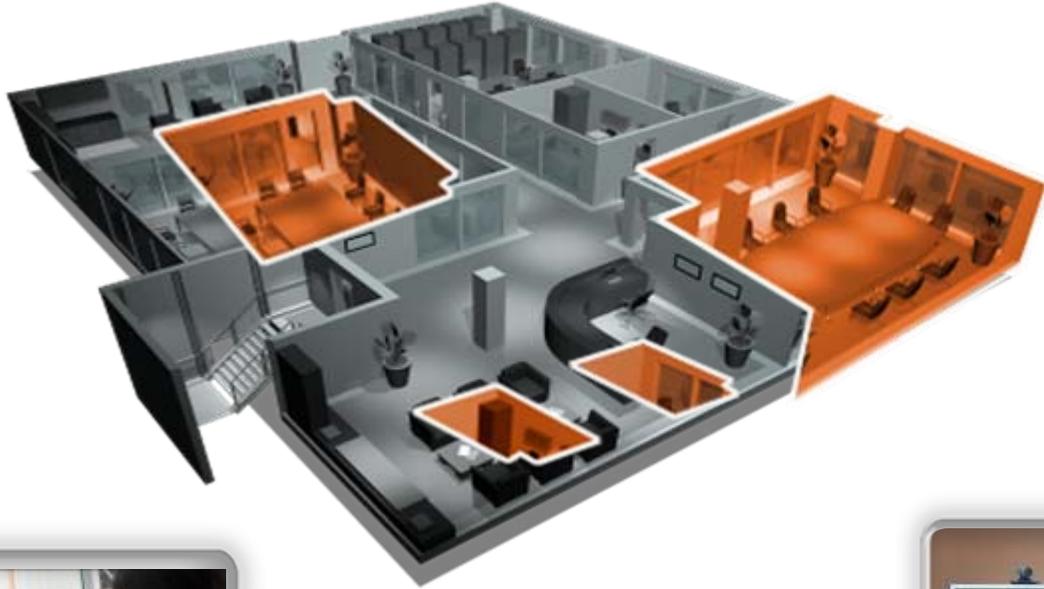
# Natural Communication - Enabling Government Efficiency and Accessibility

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Natural Communication is the ability to engage in every business interaction – with a colleague, a supplier, a customer, a shareholder – as though it were an intimate, face-to-face discussion.



# Natural Communication Inside the Organization



**EXECUTIVE OFFICE**  
Manage by “walking around”  
right from your desk

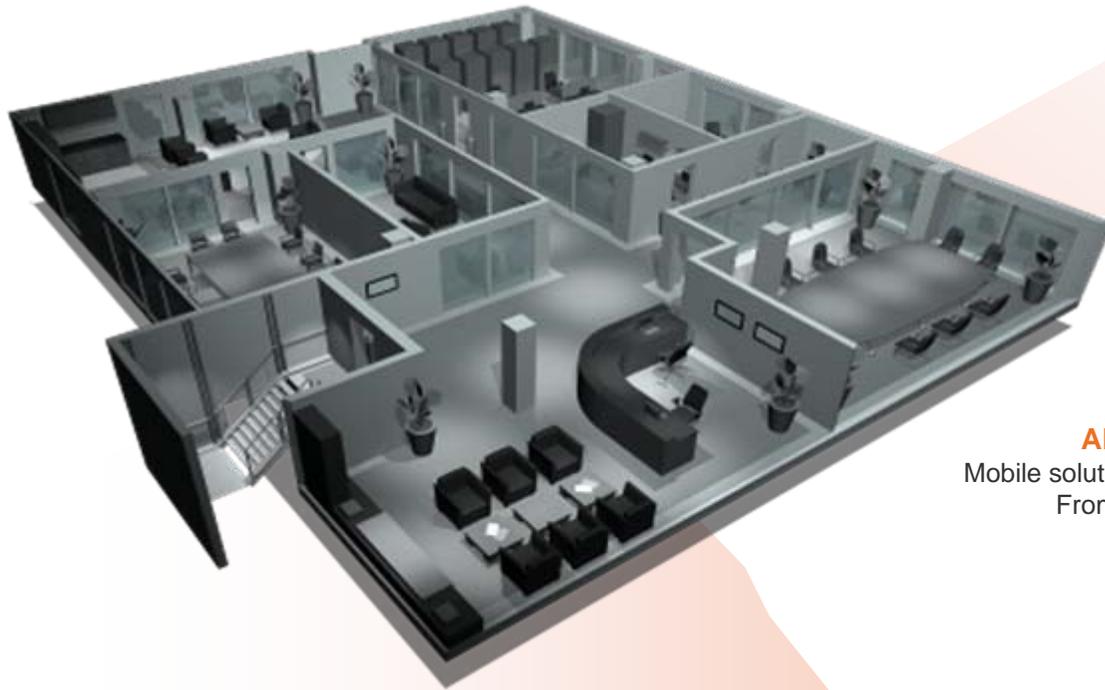


**DESKTOP**  
Video VoIP brings Voice and  
Video to every desk



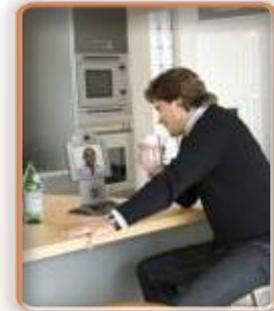
**TEAM ROOM**  
Bring teams together into a  
virtual meeting room. React,  
plan, and create at a moment's notice

# And Outside of the Organization



## HOME OFFICE

Productivity has no boundaries, whether in the office or working from home



## ANYWHERE

Mobile solutions for mobile people. From 3G to the PC



## INDUSTRY

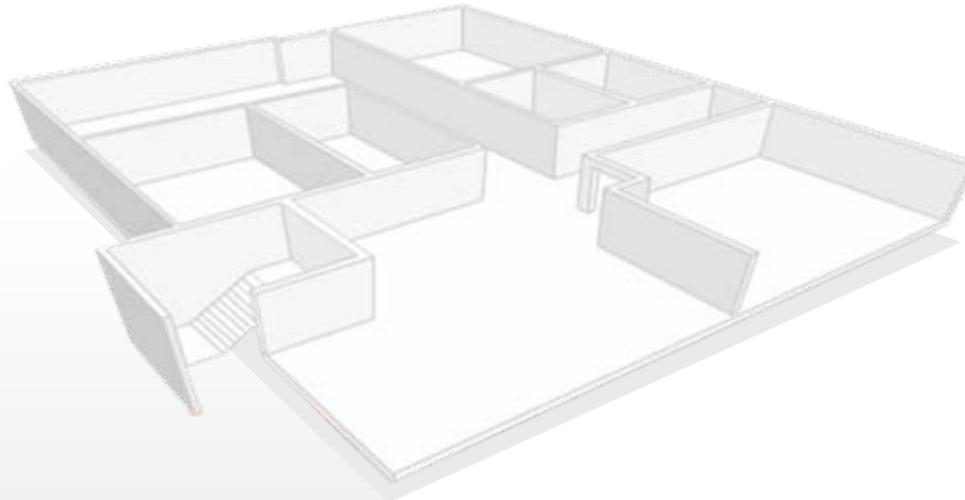
Reach suppliers on the manufacturing floor, technicians on site, and emergency responders in the field



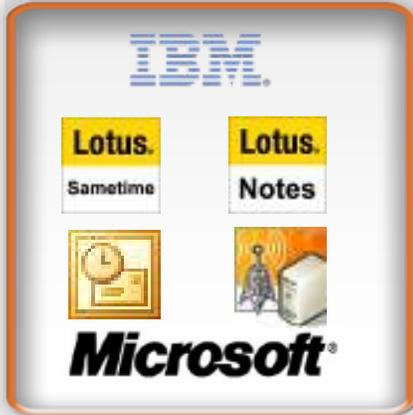
**TANDBERG**

See: **performance**

# Integrated into Existing Environments



## Scheduling and Desktop Tools



## Infrastructure and Management



## TANDBERG/ATT Managed Services



# The Telework Challenge

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- Concerns
  - Manager & Employee
  - Federal agencies encourage 25% of workers to telecommute, but only a small percentage do.
- “Off-site” Doesn’t Have to Mean “Out of Sight”
  - Visual telecommuting programs build trust
  - Maintain “water cooler” interaction
- Impact in California
  - Average commute time is 10% higher than the nation’s, approx. 27 minutes
  - Proportion of workers who commute 45 min. or longer growing each year



# HOW CAN TANDBERG HELP?

## Usage & Adoption Site

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[www.videochampion.com](http://www.videochampion.com)

**TANDBERG**

**See: productivity**

**See: passion**

**See: performance**

# Challenges to Deploying Video Within Organizations

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- Lack of knowledge as to what visual communication is and applications it can be used for.
- Not aware video systems are available and/or difficulties accessing the equipment.
- Lack of user training.
- No Video Champions or Super Users.
- Lack of commitment to video usage as an integral part of the working day.
- No measurement of tangible benefits or results.

All these issues are addressed with TANDBERG's ALL NEW Usage & Adoption site [www.videochampion.com](http://www.videochampion.com).

# Usage & Adoption

## Site Contents

### ■ Get Everything Set Up

#### — Collaboration = Success

- From building a team and creating a directory to setting up rooms and instituting a corporate telecom policy, we've got a scene-by-scene script you can follow.

#### — Sample Resources

- Video Conferencing Guide
- User Tips
- Setting Up a Video Room
- Quick Reference Guide
- Setting Up Your Team
- Remote Control Quick Reference Guides
- Effective Video Meetings
- Preparing for Unified Communication
- Setting Up a Directory
- Setting Up a Map



#### HELPFUL HINT

The easier it is to use your video system, the greater your employee usage will be.



# Usage & Adoption

## Site Contents

### ■ Promote Your Program

#### – Promotion Gets the Ball Rolling

- Our ready-to-adapt resources will help you show everyone how video can make their jobs easier and more productive every day.

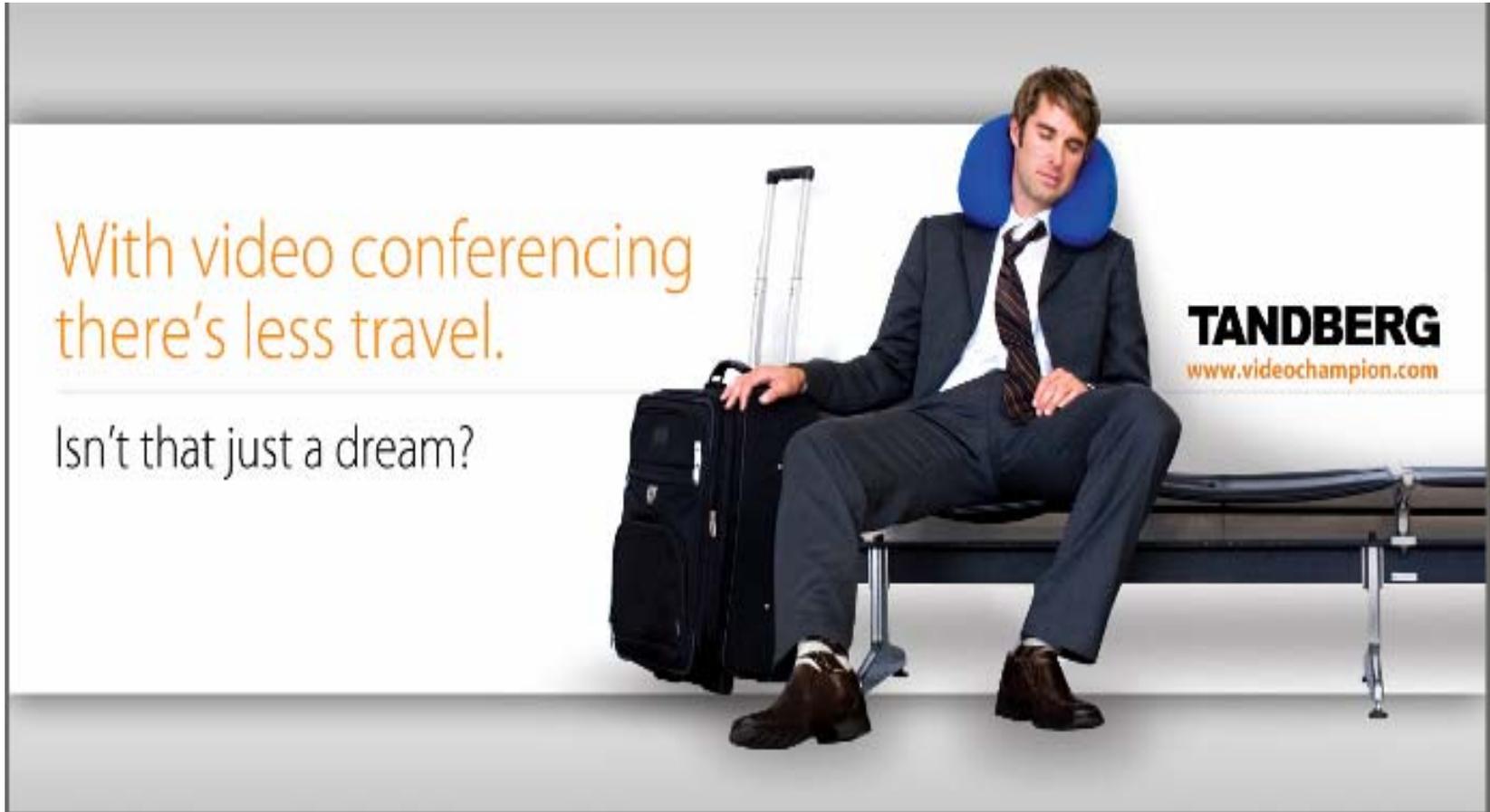
#### – Sample Resources

- Promotional Posters
  - Download the source files and images for six sample posters. You can use them "as is" by popping in your own logo and a picture of the type of units you commonly use from our photo gallery.
- Marketing Rollout Plan
- Showcasing Your Video Program
- Top Ways to Use Video
- User Survey
- Setting Up a Map



# Promote Your Program

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A man in a dark suit, white shirt, and striped tie is sitting on a black airport-style bench. He is leaning back with his eyes closed, resting his head on a blue neck pillow. A black rolling suitcase is on the floor next to him. The background is a plain white wall with a grey floor.

With video conferencing  
there's less travel.

Isn't that just a dream?

**TANDBERG**  
[www.videochampion.com](http://www.videochampion.com)

# Usage & Adoption

## Site Contents

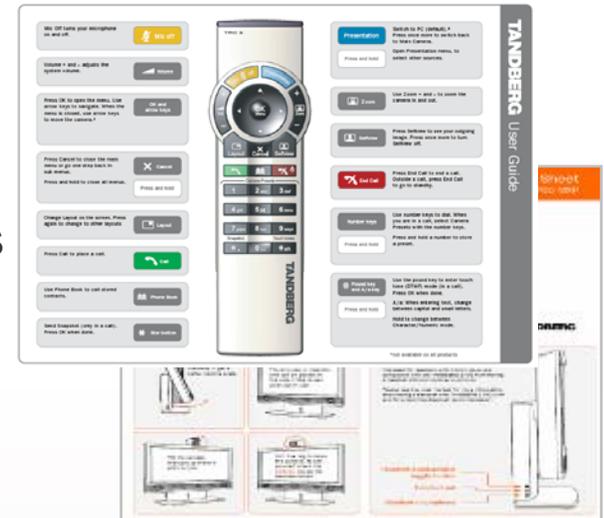
### ■ Conduct Initial Training

#### — Confidence is Key

- A good training program is vital to making employees feel comfortable enough with video to start using it right away—and to keep on using it.

#### — Sample Resources

- Training Methods
- Quick Reference Guide
- Remote Control Quick Reference Guides
- Effective Video Meetings
- User Tips
- FindMe User Guide
- TCS User Guide
- Links to TANDBERG User Manuals & Documentation



### ■ Measure Your Success

#### — Empowerment = Success

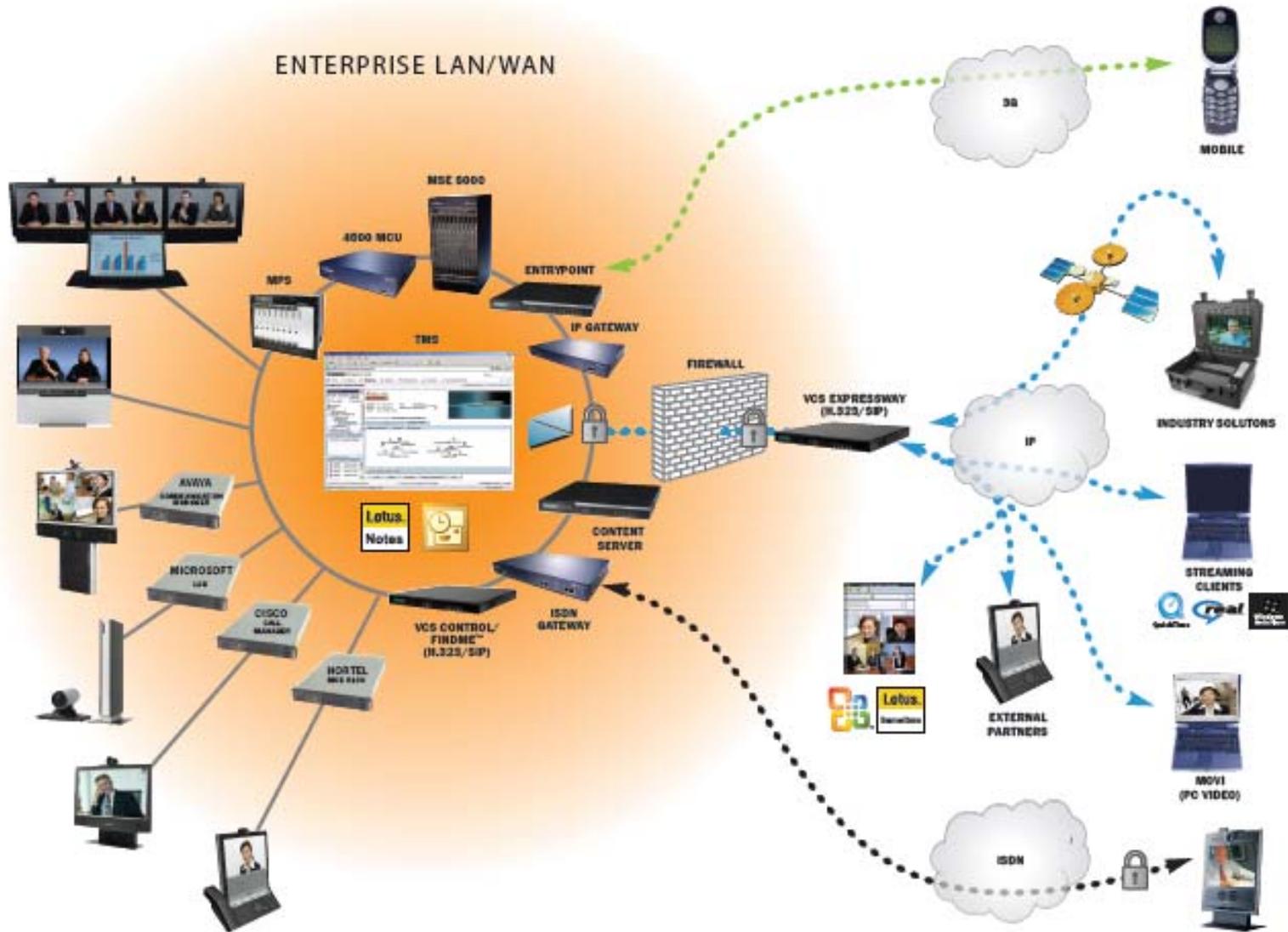
- Survey and collect data, monitor use, calculate ROI and record your program's success.

#### — Sample Resources

- User Survey
- Measuring Your Success
- TANDBERG Business Advantage Calculator
- TANDBERG Management Suite (TMS) Trial
- TANDBER Management Suite (TMS) Flash Demo



# Visually Connecting Any Workspace-THANK YOU!



# CALNET2 Conferencing Services

January 29<sup>th</sup>, 2009

Presented by: Johanna Moffett



# AT&T Tele-Conference Services for CALNET2

- **The Portfolio**
- **Corporate & Executive Audio Conference Services**
  - Call Types
  - Service Type Differences
- **Web Meeting**
  - What It Is & What It Does
  - Features & Benefits
- **Web Based Tools**
  - Internet Reservations
  - Conference Monitor

## Market Trends

Teleconferencing becoming “the way we do business”

Collaboration requirements increasing

Remote/Mobile Workforce growing

Efficiency in a tighter economy increasing

Globalization

Web conferencing increasing & enhancing voice  
conference use

New business challenges emerging

Movement to IP networks

AT&T TeleConference Service

## Your business challenge...

Customers have an increasingly remote and mobile workforce, yet face pressure to:

- Reduce cycle time
- Increase collaboration between employees, and State entities
- Increase efficiency in tight economies
- Expand reach
- Increase employee productivity



# Solving your business challenge

## Your Challenge

Reduce cycle time

Increase collaboration between employees, State Agencies

Increase efficiency in tight economies

Expand reach

Increase employee productivity

## Conferencing Solutions

- Eliminate lengthy review cycles by sharing documents real-time
- Enable employees to meet immediately, anytime & anyplace
- Conduct impromptu brainstorming sessions regardless of location
- Meet 'virtually' to reduce travel expenses
- Increase contacts without increasing budget
- Quickly resolve business issues with on demand audio and web conferencing

# AT&T provides a variety of teleconference service offers to meet customer requirements across the market

## Audio Conference Service

**Corporate Service** – Supports “everyday” business applications, (i.e: project team, sales/staff meetings etc.) through a variety of access methodologies including operator-based, toll free and caller paid as well as web-based reservationless services.

**Executive Service** – Moderator led high impact, high touch service for investor/financial calls, executive sessions and large groups.

# Audio Call Types

The following call types are available on Corporate & Executive Services.

- Operator Dialed (Operator Dials out to participant)
- Toll-Free (Dial-In-Automated & Operator Assisted)
- Caller Paid/Toll (Dial-In-Automated & Operator Assisted)
- Reservationless (Dial-In-Toll-Free & Caller Paid)
- Host Dialed (Host dials out from conference)

# AT&T Reservationless Service

## Dedicated Dial-In Number

- Caller Paid
- Toll-Free

## Two Codes

- Access Code
- Host Password

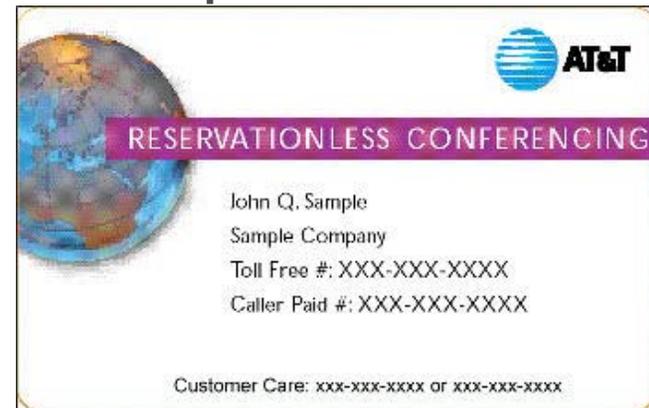
## No Reservation

- Up to 125 Participants
- Pay For What You Use - No "No Show" Charges
- No Set-Up or Monthly Fees

## No Extra Cost and EASY Set-up

Web Meeting can be activated on the service

## Sample Wallet Card



# Reservationless Service Overview

## State of the Art, conferencing available when you need it

- Feature rich, flexible, easy to use Reservationless service with Toll Free & Caller Paid #
- Web Interface tools for to manage & monitor a conference call in real-time.
- Share documents during your conference call with Web Meeting Reservationless access

### Security

- 6 digit participant codes
- 6 digit host passcode changeable via registration process
- Call starts only when Host joins call and ends when Host leaves the call
- Conference Lock
- Conference Count

# Reservationless Service Overview

## *Continued*

### On Conf Features

- Host Changeable Entry/Exit Announcement Options
- Dynamic Account Codes / Client billing codes

### Conference Monitor

- Individual Dial Out
- Dial Back to subscriber
- Mute Individual Line or All Lines

## What it is

**AT&T Web Meeting Service is a data conferencing solution, offering document sharing and editing via the Internet combined with...**

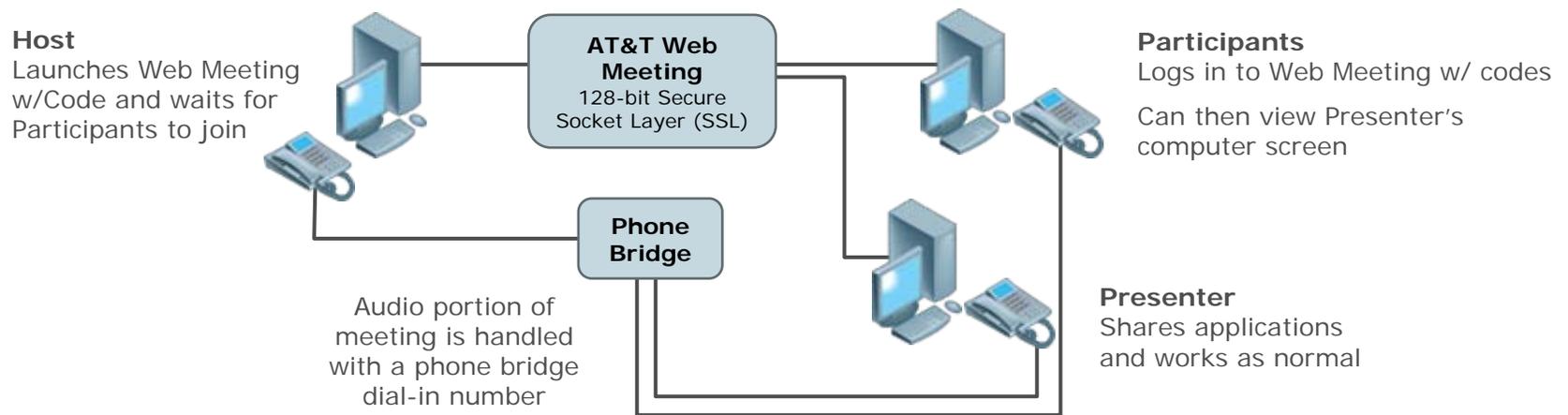
### Voice TeleConference Services

- Event Deluxe Service to receive a pre-registration/ reporting feature and attendee reports that may be required for that important meeting.
- Reservationless, reserved & executive services with robust features and service offerings

# What it does

## AT&T Web Meeting Service combines the power of audio conferencing with real-time data sharing

- Web Meeting integrates AT&T Audio conferencing with Data sharing (via the internet).
- Participants log-on and dial-in to a bridge (no special equipment)
- A “presenter’s” computer screen is displayed on all other participant’s screens.



## AT&T Web Meeting Service

# Features

**Application Sharing** – Share any program or application running on one computer.

**Desktop Sharing** – Share any application that resides on your PC.

**Share Multiple Documents** – Open multiple documents for your meeting.

**Alerts** – Sound and color alerts appear on the Participant and Chat panels when an activity occurs.

**Chat** – Send text messages publicly or privately.

**File Transfer** – Participants can upload or download files.

**Floating Icon Tray** – Gives complete access to all panels and tools while in Full Screen view.

**Multi Media Support** – Embed and display Flash, Streaming, Video, etc.

**Polling** – Create a survey online with open-ended or multiple choice questions and get real-time results and share.

**QuickStart** – Provides one-click, easy access to all panels and tools to present a document, share an application and share your desktop.

**Record, Playback, Archive and Edit** – All interactions in a data and/or audio meeting to be played back at any time.

**Tooltips** – Allow new users to learn new features quickly through easy access icons and buttons.

**Video** – One way streaming, see your host or an object under discussion without everyone needing additional equipment.

**Whiteboard** – A public easel to record meeting notes or draw with Enhanced Annotation tools.

# Benefits

## Accommodates any time, any where conferencing

- Meetings can be scheduled in advance (Reserved) or on demand (Reservationless)

## Easy to use and convenient

- Same number and access code for integrated audio and web conferencing
- No special software or hardware required
- No downloading of documents required, which means no additional set up time

## Cost-effective

- Replicate an in-person meeting without the expense of travel

## Security

- Unlimited Secure Socket Layer (SSL) encryption provides a secure collaboration environment in every meeting

## Flexibility

- Customized billing allows multiple locations to receive bills. One invoice for both audio and web charges

## What AT&T provides

**Secure Environment** – 128 bit SSL encryption used to secure all data from every meeting

**Administrative Controls** – Certain features can be enabled or disabled on a company wide basis

**Unlimited Complimentary Training** – Professional instruction available for your end users

**24x7 Technical assistance**

# Web Meeting Training

**Free Training is available On-Line**

Call 888-793-6118

To register please go to this website:

<http://attwebtrain.123attend.com>

First Time Visitors to the Site: To register, enter your email address and the password (below) in the appropriate fields.

attrain (employees) or webtrain (customers)

You will see a listing of classes, and you will see an indication of how many seats are available for the class. If you want to register for a class, click on the Register button, and a profile page will appear. Please complete the profile page and enter in your password.

For future visits to the Web Site, just enter your email address and password.

# AT&T Internet Reservation System

Online reservations via the Web

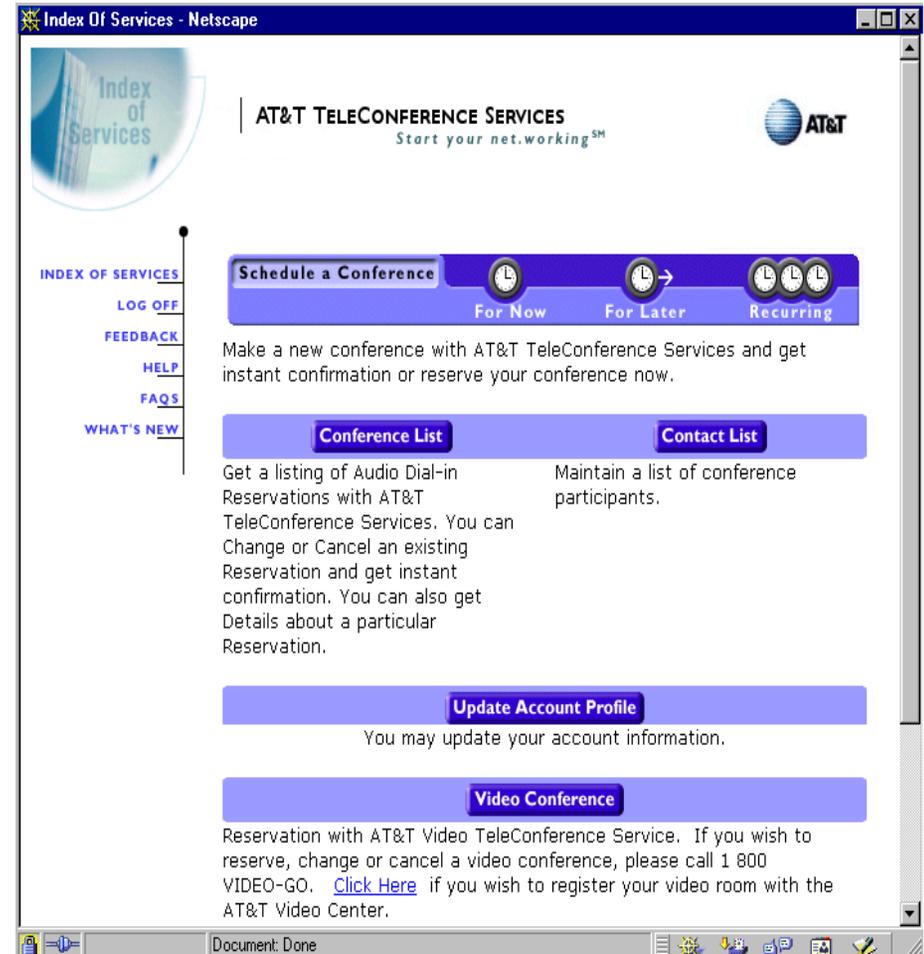
Easy to schedule on-demand, future, or recurring calls

Scheduling, changes or cancellations are completed with a click of the mouse

Confirmation Page sent via email right from the screen

View your reserved and completed conferences

Easy to set-up with Internet access and a browser



# AT&T Conference Monitor

## *A Visual Perspective of Your Audio Call*

Here Are Some of the Features:

Mute and Un-Mute individual line

Mute all lines

Dial-out to add participants

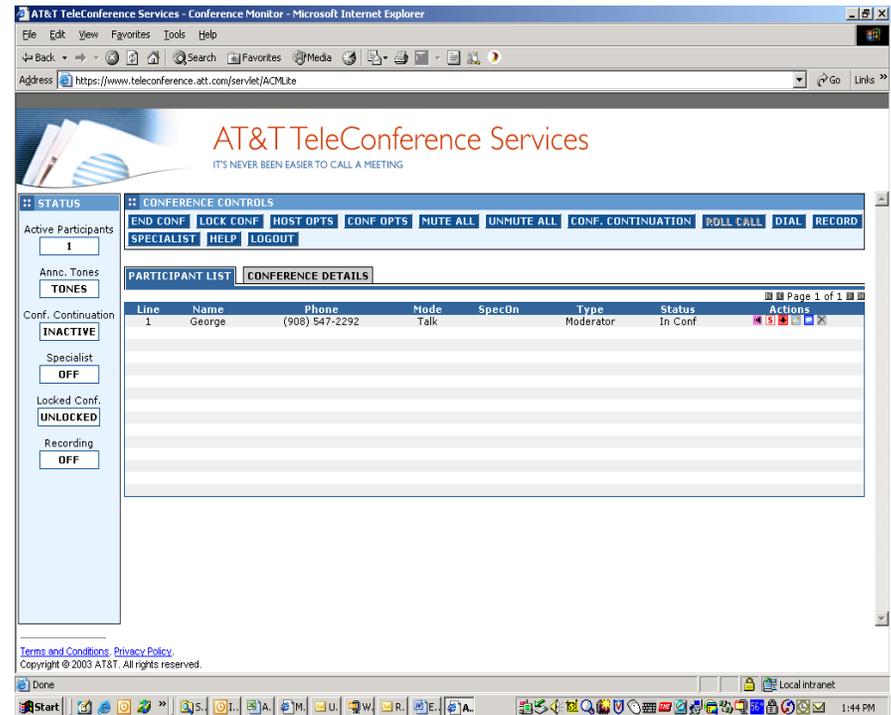
End conference

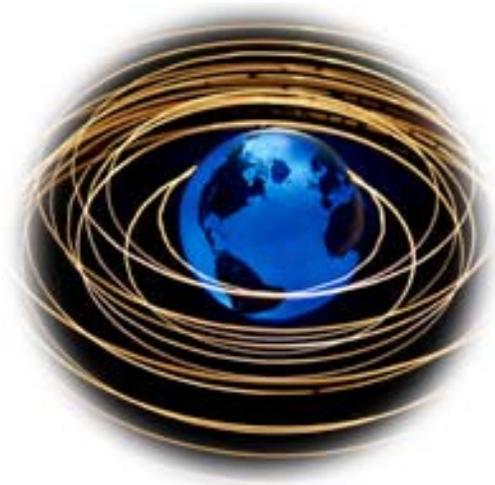
Request Operator Assistance

Individual line disconnect

Features Include:

- Lock Conference
- Conference Continuation





**IT'S NEVER BEEN EASIER  
TO CALL A MEETING!**

**Visit**

**<http://www.att.com/virtualmeetings>**

**Or Call**

**your AT&T TeleConference Services  
Account Executive**



# at&t

## Thank You!

# **CALNET 2** **CONFERENCEING** **S E R V I C E S**

## **How to use the CALNET 2 Contract**

**Wes Nitta**

Telecom and Network  
Contract Branch Manager

**DTS**

# CUSTOMER FORUM



## If you are interested in conferencing services:

# CALNET 2 CONFERENCEING SERVICES

- Contact your CALNET 2 vendor sales representatives and/or DTS Staff to identify your business requirements.
- Conferencing services are offered by both AT&T (MSA 1&2) and Verizon Business (MSA 3).

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# CALNET 2 CONFERENCEING SERVICES

- All conferencing services are mandatory.
- All conferencing equipment is non-mandatory.
- None of the CALNET 2 conferencing services require delegation.
- Q & A

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# **CALNET 2 CONFERENCEING SERVICES**

## **Thank You**

- Please complete your surveys.
- Enjoy the demonstration area in the Multipurpose Room

# CUSTOMER FORUM

