

## Industry

Government

### Daily Use

- Polycom® HDX® 7000 telepresence and video conferencing solutions
- Polycom RMX® 2000 conference platform
- Polycom RSS™ server for recording, streaming and archiving media content
- Polycom Converged Management Application™ (CMA®) 5000 solution
- Polycom Premier Plus Support
- Avaya Voice over IP (VoIP)
- Microsoft® Office Communications Server 2007

### Solution

- Turnkey implementation for middleware
- Video endpoint installation assistance
- Follow-on training
- Multi-year support contracts, with Premier Plus support on middleware and Premiere support on endpoints

### Results and Benefits

- Faster, more efficient deployment
- Annual savings of nearly US \$1 million
- Boosts in productivity and worker safety due to dramatically reduced time spent on the road
- More rapid decision making based on ability to meet and exchange content more frequently
- Ability to include more team members in meetings

# Polycom Global Services Helps Colorado Department of Transportation Ensure Successful Video Conferencing Implementation

For the Colorado Department of Transportation (CDOT), responsible for a 9,134-mile highway system handling more than 48 billion vehicle miles of travel annually, the budget impact of travel can be substantial, particularly for offices located far from Denver. Richard Reynolds, transportation director for CDOT's Region 5, estimated his previous monthly travel costs at \$49,000—a figure that doesn't reflect the impact that travel takes on productivity.

Faced with those costs in an uncertain economy, CDOT began exploring the idea of using video conferencing to connect CDOT facilities throughout the state. Thom Rivera, enterprise architect for CDOT, says he and CDOT video engineer Dalton Brooks evaluated all the major video communications vendors. "In researching our options, it appeared Polycom was well ahead of the market, not just in terms of a reliable, standards-based product, but also in pricing, service, and support."

Working with the Polycom Global Services organization, CDOT launched a multiphase effort to design and implement a statewide video communications network. Long term, the video network will be a core part of an agency-wide Unified Communications (UC) environment integrating the Polycom infrastructure with an Avaya Voice over IP (VoIP) backbone and Microsoft® Office Communications Server 2007, CDOT's enterprise communications solution.

By replacing physical travel with video meetings, CDOT officials estimate they saved nearly US\$1 million in travel costs in the first year of using the video network. Says Region 5's Reynolds, "We made up our investment in Polycom, including a year's worth of operating costs, in four or five months."

### An Early Hub-and-Spoke Network

CDOT first engaged Polycom to connect its six regional offices with the agency's Denver headquarters using Polycom video conferencing systems. At the time, plans called for using each system as a hub capable of supporting connections to eight endpoints, which would enable the network to be extended to all 22 CDOT administrative and maintenance offices. But after consulting with Polycom Global Services, CDOT rapidly determined it needed a centralized conferencing bridge to efficiently support up to 22 sites at once.

That realization prompted CDOT to engage Polycom Global Services in a three-phase deployment of a centralized video communications network. Brooks, who oversees the agency's daily video conferencing operations, worked closely with Polycom engineers to design an infrastructure that would serve CDOT's video conferencing needs, while enabling integration with other collaboration solutions down the road.

*Polycom Global Services definitely saved us time and got us operating sooner."*

*Dalton Brooks, Video Engineer, Colorado Department of Transportation*

## Phase I: Implementing the Polycom Core

At CDOT's Denver headquarters, Polycom Global Services implemented a Polycom® RMX® 2000 bridge and Polycom RSS™ 2000 centralized server for recording, streaming, and archiving multimedia conferences. Polycom Global Services provided turnkey middleware implementation, including IT assessment, integration services, system installations, training, and follow-up. Polycom also worked with CDOT's Brooks, who is a Certified Video Conferencing Engineer, to deploy a total of 14 Polycom HDX® 7000 and 9000 series room telepresence solutions to supplement the eight Polycom VSX® 8000 systems already installed. Brooks configured each new endpoint and managed the installation of all these systems at various CDOT locations statewide. Throughout the process, a specially assigned Polycom Program Manager oversaw the implementation.

## Phase II: Laying the Groundwork for UC

Once CDOT grew accustomed to daily use of the Polycom RMX and RSS solutions, Polycom Global Services provided turnkey implementation for Polycom Converged Management Application™ (CMA™) for centrally managing and deploying video communication across an enterprise, and Polycom Video Border Proxy™ (VBP™) firewall traversal solution.

The two solutions further laid the groundwork for making video a key component of a future UC environment linking all CDOT employees and facilities. Polycom also provided a three-day knowledge transfer session covering the capabilities of CDOT's new middleware infrastructure, and in turn enabling Brooks and his staff to replicate that knowledge throughout the agency.

## Phase III: Starting the UC Implementation

In its latest phase, Polycom Global Services advised CDOT on integrating its Polycom infrastructure with the agency's Microsoft® Office Communications Server 2007 Unified Communications platform. Under Rivera's direction, CDOT has begun to integrate several OCS services including Live Meeting, Unified Messaging, and Instant Messaging.

"Ultimately, we'll integrate the ability to schedule, launch and conduct video conferences from within our Microsoft environment," says Rivera. "It will take an already efficient process and make it even more efficient."

In addition, CDOT is evaluating fully integrated IP voice services and various Polycom CX phones, which enable CDOT employees to take advantage of all the VoIP capabilities of Microsoft Office Communications Server 2007 without the need to connect to a PC. "Polycom phones will mesh so well with our Office Communications Server infrastructure," says Rivera. "Whereas in the past, these functions all were separate, our employees will now see them as a cohesive platform. We can do that with Polycom."

Though no stranger to video communications technology, Brooks appreciates the contributions of Polycom's services team. "This implementation benefited from the expertise, assistance and availability of Polycom Global Services," says Brooks. "If I have a technical question my service reps can't answer, they find someone who can. And our field services specialist, Chris Townsend, is outstanding. Polycom Global Services definitely saved us time and got us operating sooner."

"CDOT is fortunate to have Thom Rivera and Dalton Brooks, who both share a strategic vision for how video and voice can serve as foundations for a UC environment and streamline operations at CDOT," said Chuck Messer, Director of Global Services, in Polycom Global Services. "And Dalton's unique expertise allows CDOT to transfer Polycom's best practices to others at the agency, saving CDOT time and money."

## Benefiting from Polycom Open Collaboration Network

CDOT's UC implementation will be aided by the fact that both Microsoft and Avaya offer integrated solutions based on the Polycom Open Collaboration Network strategy. This means that solutions from leading Unified Communications vendors such as Microsoft and Avaya will interoperate with Polycom solutions because Polycom solutions are based on an open, standards-based architecture. Other Polycom Open Collaboration Network partners include BroadSoft, HP, IBM, Juniper Networks, and Siemens.

"A Unified Communications infrastructure that includes Polycom, Microsoft, and Avaya solutions will give CDOT the reliability, flexibility, and scalability we need to collaborate on demand throughout the state using voice, video, and more," says Rivera. "As we begin our journey to further integrate a Polycom experience with Microsoft Office Communications Server, we look forward to the possibility of synchronizing our entire UC environment with capabilities such as scheduling, calendaring, IM and Active Directory."

## About Polycom

Polycom is the global leader in standards-based unified communications (UC) solutions for telepresence, video, and voice powered by the Polycom® RealPresence™ Platform. The RealPresence Platform interoperates with the broadest range of business, mobile, and social applications and devices. More than 400,000 organizations trust Polycom solutions to collaborate and meet face-to-face from any location for more productive and effective engagement with colleagues, partners, customers, and prospects. Polycom, together with its broad partner ecosystem, provides customers with the best TCO, scalability, and security—on-premises, hosted, or cloud delivered.

For more information, visit [www.polycom.com](http://www.polycom.com), call 1-800-POLYCOM, or contact your Polycom sales representative.

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