



CUSTOMER SUCCESS STORY

Polycom® RealPresence™ Video Collaboration Solutions Selected by Korean Ministry of Public Administration & Security (MOPAS) for Government's 'SmartWork Centre Building Project'

Industry
Government

Applicable Use

- Real-time communication using video collaboration solutions between the main office and SmartWork centres

Solution

- Polycom® RealPresence™ Video Solutions incorporated into SmartWork Centres in key locations where government officers reside to promote and encourage teleworking from anywhere, anytime

Results and Benefits

- Replaced face-to-face meetings with video conferencing, creating an environment that allows for quick information sharing
- Reduction in business trips resulting in reduced CO2 emissions in compliance with government's green growth policy
- User convenience and reduced commuting time
- Expected ROI: \$310 reduction in transport costs and 90 minutes in commuter time per worker, per year; \$2,090 in 'extra value' created by investing time earned through remote working into learning and career development



Overview

The Ministry of Public Administration and Security (MOPAS) for the South Korean Government is responsible for affairs related to national administration, government organisations, personnel management, e-government and disaster management/public safety. Furthermore, MOPAS actively supports the local government in terms of local administration, finance, and regional development for the promotion of greater local autonomy.

With a key mandate to support the Korean Government's 'Smart Work Vitalisation Strategy' which aims to build 50 public SmartWork centres specifically for government officers use and 450 private SmartWork centres designed for wider enterprise use all equipped with high-definition video collaboration solutions by 2015, to allow 30% of government officers to work remotely, any time, from any place; MOPAS worked closely with the National Information Society Agency (NISA) to build and manage the SmartWork centres, selecting Polycom's high-definition video collaboration solutions to be incorporated into key SmartWork centres across the country, including Jamsil, Guro and Daejeon, where many government officers reside.

The SmartWork initiative focuses on improving efficiency and productivity with a flexible work environment, whereby employees have greater choice in when, where, and how they work by using advanced ICT solutions.

Real Time Collaboration, User Convenience & System Scalability

A key requirement for the project was the need for a secure and stable system that supports open standards and is easy-to-use, particularly for government officers previously unaccustomed to using video collaboration solutions. Polycom's RealPresence video solutions are powered by the carrier-grade Polycom® RealPresence™ Platform, which provides robust provisioning, management, scalability, reliability, and security.

Because of Polycom's focus on interoperability, the RealPresence Platform transforms islands of employees and fragmented communications systems into a seamless video experience, which makes enterprise-grade video easily and securely accessible to all authorised personnel whether they're mobile, remote, or on-site. For these reasons, MOPAS together with the National Information Society Agency decided to deploy Polycom's video conferencing solutions for this project.



행정안전부

“For this project, we required a secure and stable system that supports open standards. With Polycom's focus on interoperability through its RealPresence™ Platform, we felt it was a perfect fit for our needs.”

Yong-tak Jo, senior consultant of SmartWork Support Division, Future Informatisation Promotion Department of NISA

“The SmartWork centres had to be easily accessible by all government officers, and the technology easy-to-use, thereby enhancing user efficiency and productivity. With Polycom, we have achieved these mandates and are benefitting from more streamlined processes and transforming to a culture of collaboration that supports flexible working.”

Hye-jung Lee, senior manager of SmartWork Support Division, Future Informatisation Promotion Department of NISA

Department Collaboration

By deploying video collaboration solutions into key SmartWork centres, the Ministry of Public Administration and Security is replacing face-to-face meetings with virtual meetings in which, government officers can meet and collaborate—from anywhere—in highly secure, true-to-life HD quality just as if they were sitting across the table from each other. This has also enabled for quick information sharing and rapid response communications, thereby ensuring business continuity and reducing commuter downtime and cost.

The Ministry of Public Administration and Security built a stable and secure collaboration system, which enables participants from up to 80 locations to dial in at the one time, thereby helping to speed decision making and allowing for a more collaborative working environment, and maximising workplace efficiency.

Realising ROI

The Ministry of Public Administration and Security expects that if each remote worker utilises their local SmartWork centre as opposed to travelling to the central government facilities in Seoul for between 1-2 days per week, it will be able to reduce emission trading and transportation costs by approximately USD\$310 per one remote worker per year, and reduce commuter time by up to 90 minutes per day.

Further, it plans to provide additional benefits to workers worth approximately \$USD 2,090 per year per person by investing time earned through remote working into learning and career development opportunities.

“An important part of this project was for the SmartWork centres to be easily accessible by all government officers, and the technology easy-to-use, particularly for those not used to the video conferencing systems, thereby

enhancing user efficiency and productivity,” said Hye-jung Lee, senior manager of SmartWork Support Division, Future Informatisation Promotion Department of National Information Society Agency.

“With Polycom, we have achieved these mandates and are benefitting from more streamlined processes and transforming to a culture of collaboration that supports flexible working,” said Yong-tak Jo, Senior consultant of SmartWork Support Division, Future Information Promotion Department of National Information Society Agency.

“We required a secure and stable system for this project and Polycom’s RealPresence Platform, with its focus on interoperability, was a perfect fit for our needs,” Yong-tak Jo added.

Future Plans

The Ministry of Public Administration and Security is planning to expand the use of its SmartWork Centres equipped with video collaboration solutions to more locations across Korea, and will continue to encourage adoption of teleworking practices amongst government officers, with the aim to have 30% of the total government officers teleworking by 2015.

MOPAS aims to create an atmosphere within the organisation, whereby remote working becomes the norm, and will continue to both support and encourage its executives to become leaders in championing remote working practices to all staff within the organisation, through best-practice.

Learn More

To find out how Polycom solutions can help your organisation, visit us at www.polycom.asia or speak with a Polycom Account Representative.

Product Listing

Polycom® RealPresence™ Room

- Polycom® HDX® 7000 Room Series

Polycom® RealPresence™ Platform

- Polycom® RealPresence™ Collaboration Server for multi-party conferencing

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