



Industry

Government - Research

Daily Use

- Inter- agency collaboration
- Team communication
- Staff and executive meetings

Solution

- An extensive comprehensive teleconference network spread throughout Italy and international locations, facilitating research, collaboration and communication.

Results and Benefits

- Improved communication
- Improved collaboration
- Time management
- Faster decisions
- Reduced travel and related costs

The National Research Council and the European Commission gain in productivity with the Polycom® RealPresence™ platform

Overview

The National Research Council (CNR) is an Italian public organisation created in 1923. The main responsibilities of the CNR are to carry out, promote, spread, transfer and improve research activities in the main sectors of knowledge growth and its applications for the scientific, technological, economic and social development of the country. The activities of the organisation are divided into eleven departments that are responsible for different macro areas of interdisciplinary scientific and technological research, relating to specific sectors. The CNR is present all over Italy through a network of institutes aiming to promote the wide diffusion of its competences throughout the national territory and to facilitate contacts and cooperation with local firms and organisations. The New Technology Group is responsible for the Unified Communication projects and linked to the CNR Central Administration and has been involved in video-communication projects since 1998.

The Necessary Tools for the Scientific Research

The CNR required a comprehensive video communication solutions to effectively communicate in real-time with other national and international scientific institutes active in the research field as well as with the European Commission to share information of on-going projects involving universities at an international level. The CNR had been using video-communication solutions based on ISDN technology (h.320 protocol) which were limited in terms of video resolution and response time, and sought to upgrade and expand to new innovative solutions.

The CNR needed to adopt a more reliable and flexible solution to improve information sharing, in the most timely and secure manner. The quality of the video and sound needed to be optimal. The overall strategy of the New Technology Group was to expand video communication solutions within the company's structure, while protecting their existing investments. Given the difficulties in getting to remote locations, the group's strategies focused on creating a comprehensive Unified Communication platform which would make video conferencing simple and increase video conferencing adoption in the departments. The group sought a reliable face-to-face collaboration solution.

The Choice of a Reliable Partner

The New Technology Group found Polycom® to be the company capable of providing the reliable and high quality solutions required for their project. Maurizio Vitale, the Technology Consultant at the CNR confirms their decision "Polycom is the market leader in the space of Unified Communications, and was willing and able to support the CNR in each of the implementation phases."

"Polycom's open standards approach and telepresence quality allows the CNR to collaborate with remote research centers and the European government to speed up scientific research and results."

Maurizio Vitale, Technology Consultant, The CNR

“At the CNR, communicating, working, and sharing information with the Polycom platform is today, second nature to all.”

Maurizio Vitale, Technology Consultant, The CNR

Polycom's high technological standards played an important part in the decision process. Vitale adds “the clear Polycom advantage is interoperability and open standard which is unique to them. These value added features were crucial in the decision to appoint Polycom as the CNR's partner.” The CNR were early adopters of video conferencing, having seen the benefits at an early stage. They have legacy products which they needed to integrate with the new solutions, making interoperability vital to their project.

Polycom Solutions for the CNR

The CNR started working with Polycom back in 2001 when the Italian Institute had adopted set-top-box ViewStation systems. As new technology developed, the CNR switched to room video-conference solutions such as Standard Definition Polycom VSX 6000.

The latest project, which started in 2009, allowed the CNR to upgrade to the Polycom High Definition solutions. The deployment phase began early 2010, where 20 Polycom High Definition telepresence systems were installed in just 10 months.

The uptake was immediate, and the users are incredibly satisfied with the high definition images and the sound quality of the solution. The CNR Central Government is now using video conferencing for all their weekly and fortnightly meetings. The CNR departments are now able to meet face to face regularly, optimising business process, information sharing, and making decisions faster.

Usage and Related Advantages

Thanks to the video communication solution, the CNR meetings are now managed on a more continuous basis. According to its internal regulations issued in 2005 a minimum amount of participants must attend meetings to make them valid. Today, attendance by video is accepted, making each meeting successful, and avoiding long travel from

one research location to the next. Vitale explains “The video communication platform enables the CNR to collaborate over distance immediately, with high-quality voice and visual communications, like being face to face.”

An analysis has revealed an increasing trend in the use of video meetings, especially for the centers located further away. The main advantage has been assessed to be that the CNR bodies and workers can manage their activities and responsibilities without having to travel from one location to another saving costs and time. The time saving is estimated to be 2 full working days per month for each person.

The CNR employees have used Polycom solutions also in the most remote areas of the Earth, such as Antarctica, the Svalbard Islands, the Greenland and the Tierra del Fuego. In this way, the researchers and the technical staff had had the opportunity to stay connected to work together with international colleagues on some important scientific research projects, also if in such extreme areas. Some experiments conducted in Polar regions, such as the exploration of seabed under the ice pack with a ROV (Remotely Operated Vehicle), were controlled and managed from researchers in their labs in Italy. The possibility to have meetings with the technical staff and to have a view on the field was determining for the success of such experiments.

Moving forward

In the future, the CNR intends to expand and install the same Polycom technology in its other Italian premises. The CNR is also creating new applications such as workshops and dedicated laboratories to inform its managers of the potential of video communication and multimedia tools.

Product Listing

Telepresence and Video Conferencing

- Polycom® HDX® 7000 telepresence solutions
- Polycom® HDX® 6000 telepresence solutions
- Polycom® HDX® 8000 telepresence solutions

About Polycom

Polycom, Inc. (Nasdaq: PLCM) is a global leader in unified communications solutions with industry-leading telepresence, video, voice, and infrastructure solutions built on open standards. Polycom powers smarter conversations, transforming lives and businesses worldwide. Please visit www.polycom.com for more information or connect with Polycom on Twitter, Facebook, and LinkedIn.

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