

ECS

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ESCC Meeting

ECS Strategy Presentation

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Discussion Topics



- Review approach for developing ECS technology and service strategy
- VCWG Update



- VC Multipoint Bridging
 - Customer Endpoint Registration
 - ISDN and Voice Bridging
 - HD and SD Resolution Options
 - Self Service Ad-hoc multipoint meeting generation

- Web Conferencing
 - Audio Conferencing
 - Browser Based Desktop Sharing
 - Commercial provider: ReadyTalk

ECS Customers



2500+ Bridging Customers, 2300+ Web Conferencing Customers

Science side of DOE, virtual organizations (VO) aligned with an experiment, Office of Science Labs

Customers register with ESNet Collaboration Services to qualify eligibility for services.

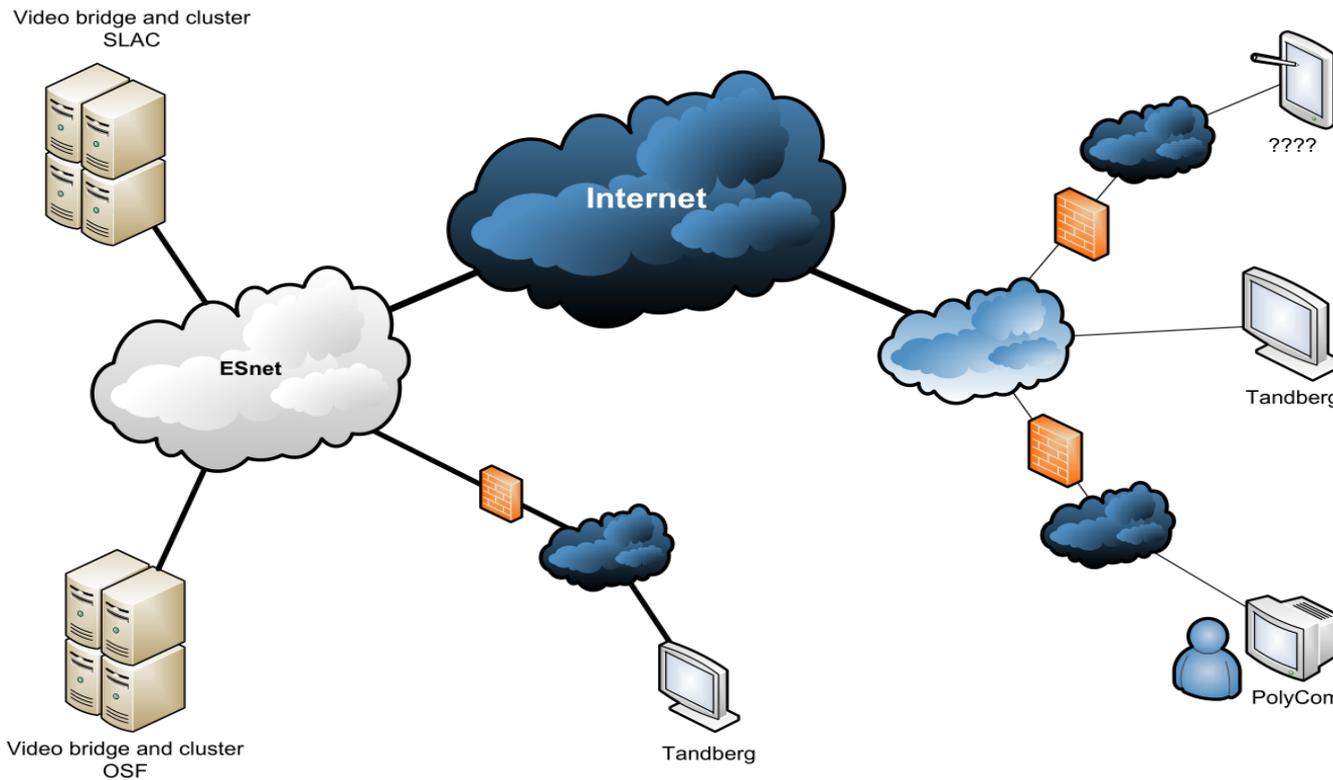
ECS is a shared resource and provides collaboration tools to augment local services.

VCWG Video Conferencing Working Group(aka RCWG): Select representation from ECS Customers to contributes guidance and customer requirements and needs to inform the ECS service strategy

Current VC Architecture



ISDN, POTS, H323, SIP



Customer Feedback and Requirements



- ECS Customer Survey (June 2012)
- DOE Video Summit (Dec 2012)
- RCWG now VCWG (Ongoing)
- NLCOO SC Operational Improvement – VTC Strategy

Consistent Themes:

- ✓ Shared VC services are needed
- ✓ Desktop\mobile service
- ✓ Easy to use
- ✓ Interoperable
- ✓ Directory services

ECS needs to rethink its infrastructure and service strategy!

Industry Trends



Categories of Services:

- Web Conferencing Providers (Browser focused)
- VC Cloud Service Providers (Desktop\Mobile and Interop)
 - ❖ Converging on the Web Conferencing Services
- VC OEMs (Hardware Focused)
- Managed Services (Infrastructure Management)
- VC Solutions (OEM Cloud Solutions)

ECS Services Gap



- Collaborating from the desktop\mobile is a continuing trend by ECS customers and the research community as a whole.
- Most SC organizations are pursuing some desktop collaboration strategy while also pursuing standards based technologies (room systems).
- There is not a single clean solution for harmonizing the use of desktop\mobile and standards based collaboration solutions.
- ECS does not currently offer solution to fill this gap, as a result labs are pursuing individual lab focused solutions.
- Point solutions can exacerbate interoperability issues, fragment the opportunity for consolidated ancillary services and sub-optimizes the consolidated procurement power of aggregate pricing.



Key Assumptions

- Service strategy must evolve
- Commodity services should be distributed not centralized
- Is not a replacement for everything
- Centralize what makes sense, decentralize as much as possible
- Distributed services with lean overall organization



Strategic Options to Consider

- Status Quo
- Leverage Existing Infrastructure
- Offer Cloud Bases Services
 - ❖ Self Hosted or Service Provider
- Outsource Everything
- Exit the Services



ECS VC Strategy: Action Plan

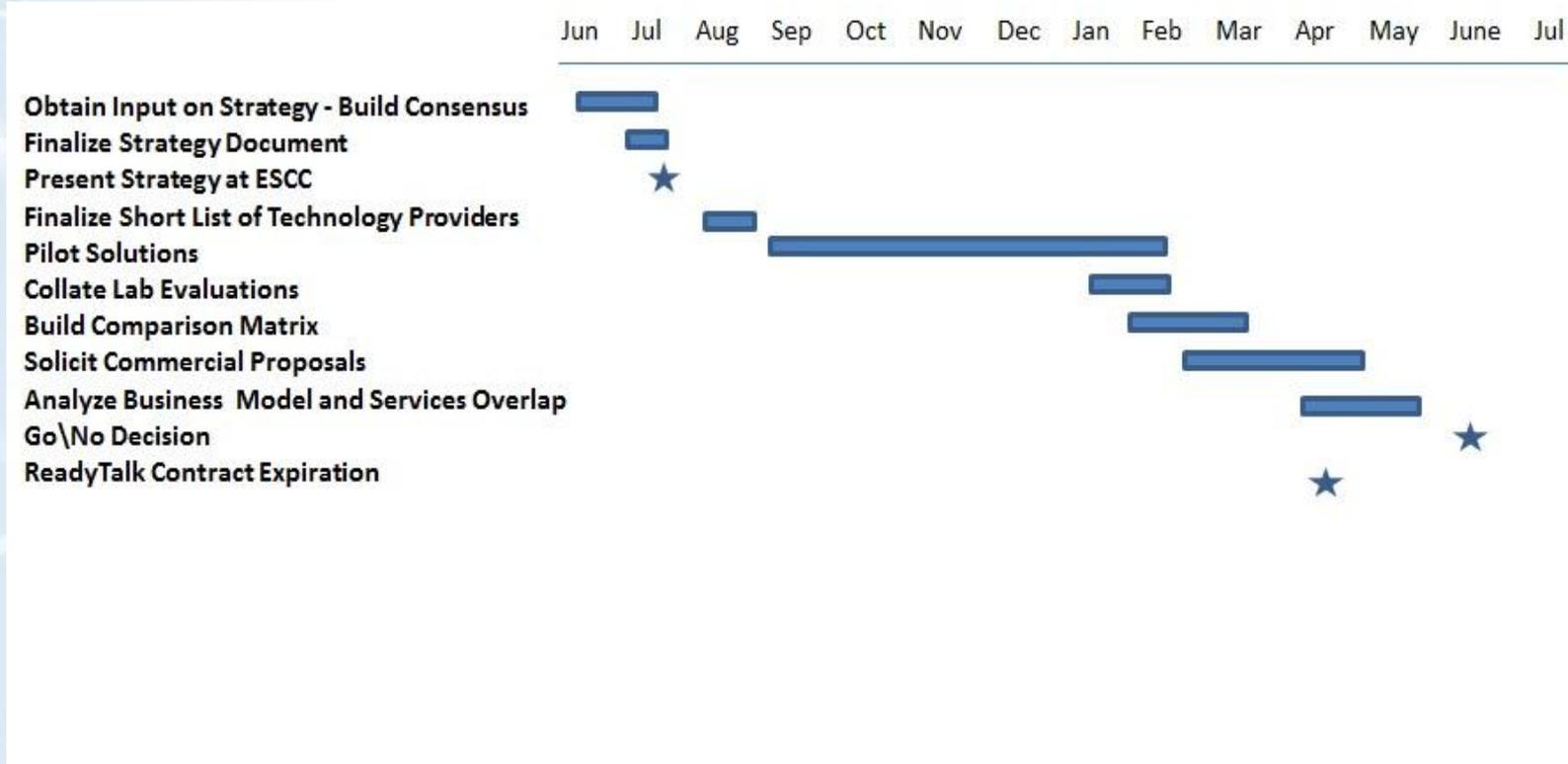
- **Leverage Existing Infrastructure**

- Make minor infrastructure improvements
- Improve registration and account management process
- Improve website, service documentation and support

- **Research\Pilot Cloud Services**

- Is there a technology solution that can meet the requirements
- Learn from the experience of other Labs
- Can it be offered in a shared service model
- Should ECS offer it

Time Milestones





ReadyTalk Update

- Growth keeps doubling every year
- Costs are expanding dramatically
- Account governance issues
- Potential feature overlap with any new cloud VC solution
- Contract Expires April 2014
- Service offering will be reviewed through the contract renewal process

VCWG Updates

