

ECS Update

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Discussion Topics



- Completed 2011 Infrastructure improvements, now executing service improvements
- Gathering metrics and customer feedback
- Planning the next set of features and services
- Working toward a strategy
- ReadyTalk Update

Service Improvements



June 2011: Completed implementation of new ECS video conferencing infrastructure

Introducing a new 3rd party support provider: ACT

- Conference support
- Working toward 'real-time' support model

New web site content available on Feb 1 (www.ecs.es.net)

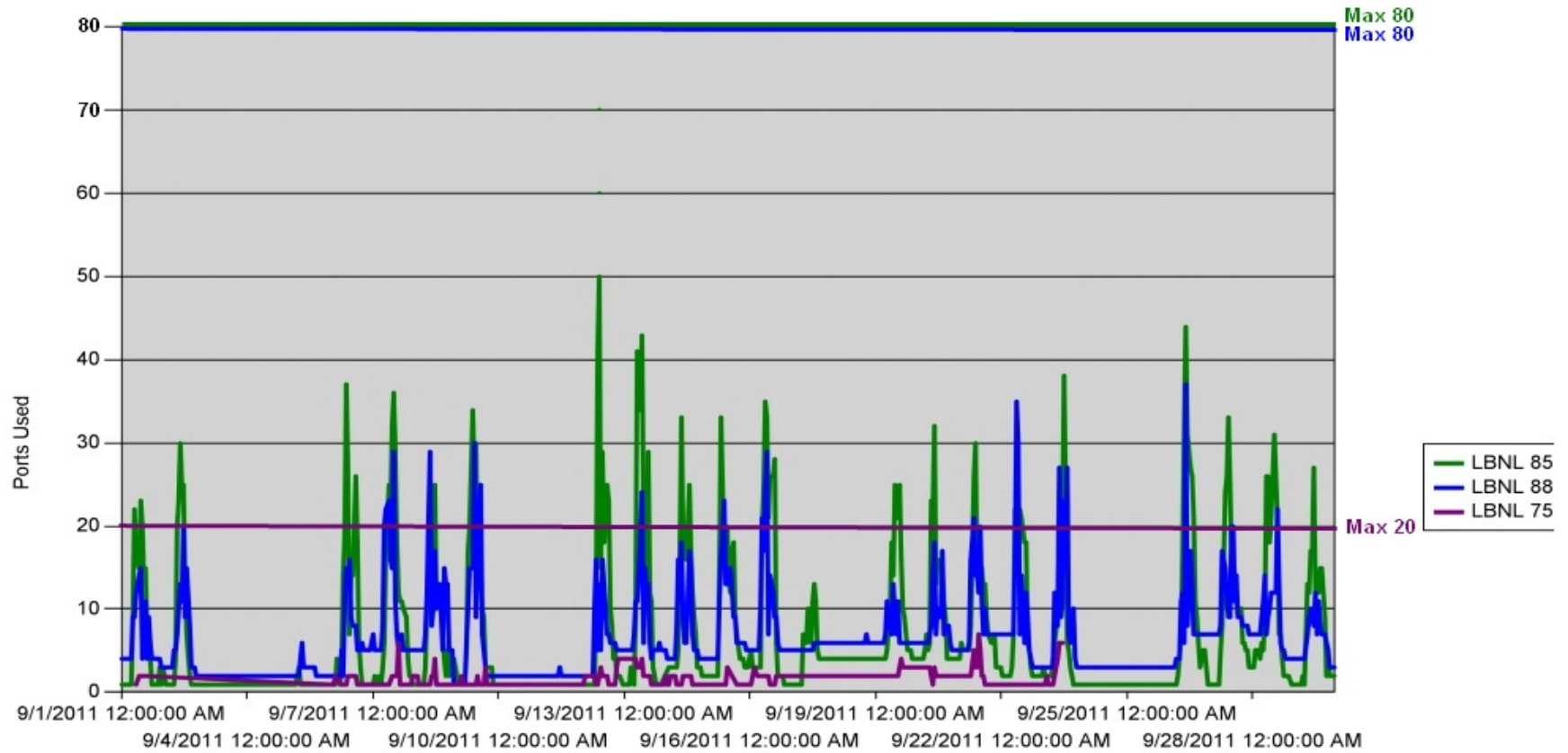
ECS video conferencing service customer survey in Feb 2012

- Outreach to key customers for feedback to help drive near-term and long-term service improvements

Video Conferencing Metrics



LBLN Port Utilization



Next Set of Features



Immersive telepresence: collaborate with Internet 2

Software video SIP clients (Movi)

- Challenge is not technology, but user administration across a diverse user community

Serving streaming and conference recording requirements

- Evaluating cisco content server: provides streaming and recording
- Evaluation targeted for early March 2012 completion



Next Set of Features (cont'd)

Cisco TelePresence Conductor

- Knowledge of all of the conferencing components and their capabilities
- Acts as a traffic director to help ensure intelligent conference placement.
- Powerful, comprehensive administrator controls

Experimenting with emerging services

- Blue Jean

Continuous improvement in user support

- ACT: 3rd party service support provider
- Enhanced support offerings

Video Collaboration Strategy



We are planning to develop a three to five year view

Maximize use of commodity services, focus ESnet resources on value-add for customer base

- Survey data helps to drive focus

Benchmarking with Internet2, cisco, others

Peer Review Spring 2012

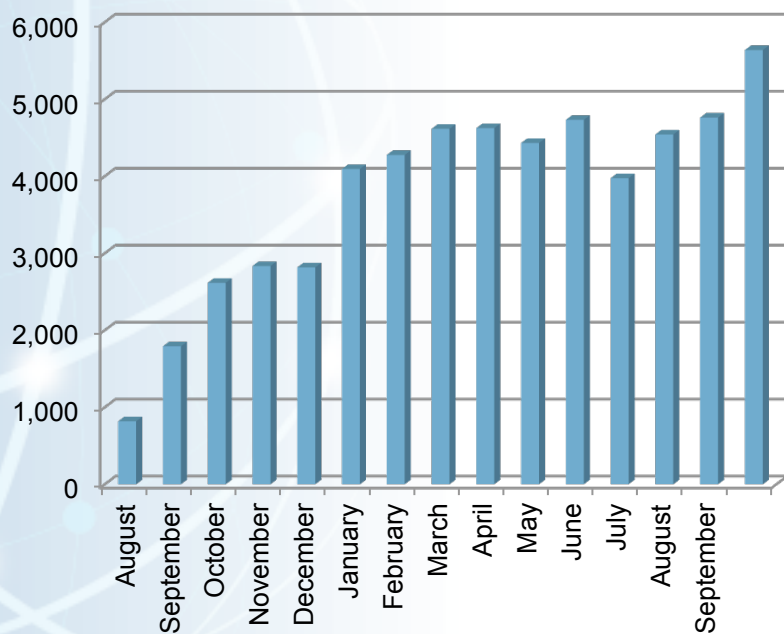
Role of RCWG: Move from Working Group to User Group?

Strategy and direction ETA June 2012

ECS Audio Status



ReadyTalk Audio Usage in hours



ReadyTalk Web Usage in hours

