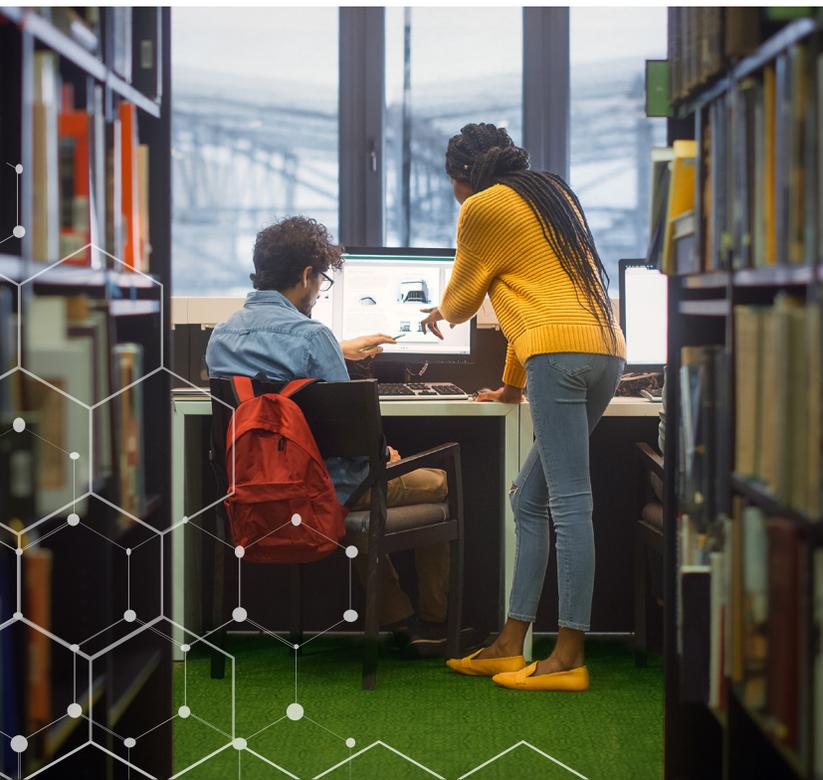# ARIZONA STATE UNIVERSITY

## Overview

- Global teams needed to reduce travel time and expenses on projects

- Specific requirements needed to be met to accommodate all teams

- Global Presence Video by IDS met their global needs

- Sales team and leadership could meet clients as needed

- Plans to expand across the company will take place



IDS and Arizona State University (ASU) have enjoyed an ongoing partnership that started with a traditional, on-premise video conferencing infrastructure and endpoints in various areas of the university. Over time, the video industry has evolved and as ASU is a top research university, it is essential to stay on the cutting edge of just about everything. In keeping with this tradition, ASU has transitioned its existing solution to a video service in the cloud.

IDS began developing a new service that would meet the need for educators to use video conferencing in the cloud. Partnering with Internet2 and deploying Vidyo as the backbone for the service, IDS developed a comprehensive solution known as Flame. As an early adopter of this technology, ASU began the first pilot installation and became deeply involved as a validation sponsor for the Internet2 service.

# Action

Implementation of Flame was an easy enhancement to what was already in place. Since legacy video conferencing hardware was already deployed, the addition of a desktop cloud-based service was quite simple from the end user perspective. "Behind the scenes, of course, there were significant changes in the equipment room," said Seth Levine, Manager of Video Conferencing and Collaboration, "but for the end user the transition was seamless." Aside from typical applications in a Higher-Ed environment, such as virtual office hours, virtual meetings and distance learning programs, the Doctorate of Behavioral Health program takes full advantage of the service and uses it when students are in practicum. These students are out in the field, all over the country, as far away as Hawaii, Alaska, and even abroad. Students are counseling as part of their curriculum studies and once a week they meet using Flame to discuss cases with instructors and receive valuable advice and feedback. The service helps bridge the communication barrier and provides greater access to resources and collaboration methods for students in the field.

Another example is the School of Life Sciences. This department utilizes a virtual classroom program in which students in Arizona can see, communicate and exchange information via live video with staff scientists and researchers at the Smithsonian Tropical Research Institute in Panama and with experts at Smithsonian headquarters in Washington, D.C.

Seth tracks service usage on an annual basis. The number of users has increased from 2,000 in March of 2015 to 2,288 in February of 2016. The number of desktop users are up 100 percent in one year. Additionally, there has been peak usage of more than a hundred simultaneous users, which is also up 100 percent from the prior year. Seth attributes this surge in growth to accessibility and ease of use.

# Results

Most university departments are handling their own configuration and usage requirements. "I will come in and do an initial set up and training, but for the most part, I want the system to just work. I don't even need to know what they are using it for," said Seth. He also reports that with the Flame service he is able to move away from direct end-user support, leaving that responsibility to each department and occasionally for IDS to resolve.

Moving forward, Seth predicts greater adoption and expansion of the system. "Desktop endpoints provide a much more flexible solution with increased options for the users. In fact, desktop and mobile devices are the preferred deployment option moving forward as I am trying to move away from traditional bridging and endpoints. Granted that is going to be a slow, long term process as the hardware endpoints are still a big part of the infrastructure and older, but still, operational equipment is widely in use." Even so, for now the two system co-exist peacefully, reports Seth.

> *"BEHIND THE SCENES, OF COURSE, THERE WERE SIGNIFICANT CHANGES IN THE EQUIPMENT ROOM, BUT FOR THE END USER THE TRANSITION WAS SEAMLESS.*
>
> *SETH LEVINE*
> *MANAGER OF VIDEO CONFERENCING AND COLLABORATION*

## LEARN MORE TODAY

Contact IDS to discover what a complete video solution can do for you.

INTERACTIVE DIGITAL SOLUTIONS

www.teamIDS.com | 877.880.0022