

CASE STUDY

THE STATE OF CALIFORNIA DEPARTMENT OF VETERAN'S AFFAIRS

Overview

- Remote training was required to expand services across the state
- CalVet needed guidance as well as an integration specialist to provide support
- Training and ongoing support services ensured a smooth roll-out

The State of California Department of Veteran's Affairs (CalVet) network team is responsible for supporting 2,000 users in the Sacramento headquarters, eight hospitals and four satellite offices. In 2011, they were given the task to research, design, implement and execute a new departmental training room in their Sacramento office. This training room would support all of the CalVet staff in various capacities.

CalVet defined their requirements for the VTC room, which included a new video conferencing solution, audio bridging capabilities and new software for specialized medical applications. They wanted remote end users to be able to participate live and view presentations and other forms of data, so rich media sharing was important. In addition, the new video equipment needed to integrate seamlessly with a variety of equipment already installed in various facilities throughout the department.

Action

IDS was recommended to CalVet by one of their manufacturer partners, Cisco Systems. The team at CalVet was looking for an integration specialist that could act as an advisor for their project and provide installation and support; the relationship was a great fit for IDS. After a review of the latest systems, CalVet decided on a Tandberg C40 video conferencing system for the new training room. The system implementation included dual flat screen monitors integrated alongside a projector screen. IDS provided the design and installation of the room as well as all required post-installation maintenance and support services.



CALOVET



Results

Today, the new training facility provides many services to CalVet staff. One such highlight is the ability to attend training sessions remotely; this has been an invaluable tool for the department. Due to budget concerns, all non-essential travel had been severely restricted but with the new system in place, staff can take advantage of training sessions by attending remotely. Additionally, staff use the system to initiate regular video communication with various departments and remote offices on a day-to-day basis. This allows departments to feel truly connected by seeing one another on a regular basis. The room is also used as an Emergency Operations Center in the event of an emergency or natural disaster.

While there was some initial resistance to adopting a new type of technology, the staff has found the system easy to use and reliable.

Staff will contact the help desk to set up and initiate a video call if needed, but more often operate independently. Overall, the program has been a huge success with a solid return on investment.

- 01 **Remote Training Sessions**
- 02 **Reduce Travel**
- 03 **Departments Connect Daily**



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