

CASE STUDY EMORY UNIVERSITY

Overview

- New conferencing technology was needed to expand teaching programs
- Specific medical and educational requirements had to be met
- New system allowed for university to apply for grants and funding
- Students are collaborating with other educational institutions
- Class attendee analytics can be gathered for better ROI understanding



EMORY
UNIVERSITY



Emory University is a top-ranked private institution recognized internationally for its outstanding liberal arts colleges, graduate and professional schools, and one of the world's leading health care systems. Located in Atlanta, Georgia, Emory University is known for its emphasis on enriched collaboration among its schools, centers and partners. In fact, university experts and scholars generate more than \$574 million in research funding annually.

It was through this emphasis on collaboration and research that staff at Emory uncovered a need for a high-end desktop video conferencing system that could work with existing room-based systems and was HIPAA compliant. There was also a high emphasis on features such as Single Sign-On (SSO), encryption, and interoperability connections with mobile devices.

Action

Through IDS' partnership with Internet2, Emory was introduced to the Flame solution and became one of the first early-adopter institutions to evaluate Flame through the Internet2 Net+ program. When the maintenance contract on their current legacy on-premise solution expired, they moved completely into the cloud with Flame.

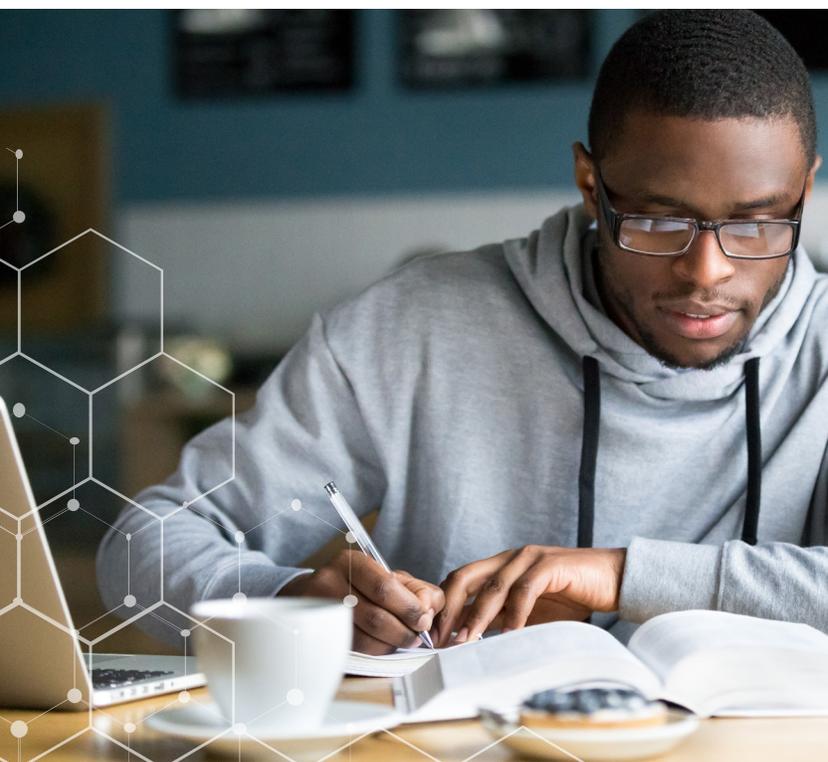
"It was appealing to us to work with Internet2 and gain the advantage of preferential pricing with the Flame solution," explained Brenda Rockswold, Academic Technology Specialist at Emory University, "we also liked the ability to take advantage of the Internet2 Infrastructure."

In 2015, Emory began deploying the Internet2 Net+ Flame solution across the University. At first adoption was slow, but because Flame is a managed service in the cloud and required no maintenance from IT staff, Brenda and her team were able to focus on adoption and training. "The cloud solution frees up a lot of my time so I can really focus on training, adoption and expansion," Brenda said. And expand it has. The number of users has risen dramatically from 771 in 2014 to nearly 3,500 in 2017 and it's growing every day.

Results

With this ever-expanding user base what exactly are students, faculty and staff using this service for? The answer is a little bit of everything. "We have a variety of departments taking advantage of this service with new requests every week," Brenda explained, "everything from medical grand rounds, Art History and Chemistry departments using the solution. We are really proud of the broad use of the system."

Emory received a grant to connect Veterans with individualized care using video tools. Additionally, the National Science Foundation awarded a grant to the chemistry program, requiring a sophisticated collaboration solution as a stipulation of the funding. With Emory acting as the hub, 16 universities across the nation can connect and collaborate, including two major pharmaceutical companies, in support of C-H Functionalization as a new strategic approach for synthesis.



With the new system in place, professors in the Art History department and Medical training labs can remotely contact faculty and students from partner institutions from across the globe to collaborate. The healthcare training program is able to conduct medical grand rounds and residency sessions in partnership with the VA Medical Center in Atlanta via video so students and staff don't have to travel among several sites to attend – they can attend right where they are. They also began to conduct an interventional cardiology seminar series, connecting multiple sites together remotely. They also use Flame for faculty office hours.

Finally, Brenda is able to use the system to gather analytics and conduct quarterly statistics monitoring of events to see how many people are registered and the number of sessions completed, as well as gateway and bridge accesses helps the IT department better understand demand and usage criteria. Brenda can adjust or update the system based on current trends and upcoming needs, which might create much more demand than usual.

In the future, they hope to add recording capability to the solution. While recording is a built-in feature, Emory has not turned it on yet. "We have a rigorous security review for all new systems and features. Right now, the recording capability is going through our security audit. Once that is complete, we will turn it on," said Brenda. Overall, Emory University is very happy with the Flame solution and looks forward to continued expansion and growth.

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