

CASE STUDY

STATE OF CALIFORNIA

FRANCHISE TAX BOARD

Overview

- Teams in different cities needed a better unified communication solution
- Legacy system was old and required IT support for meetings
- New on-premise system was easy and scalable
- Time and money was saved from reduced travel expenses



STATE OF CALIFORNIA
Franchise Tax Board



The State of California Franchise Tax Board (FTB) is a state government agency responsible for administering California's State tax programs. The central office for FTB is located in Sacramento, but there are several field offices throughout the state in addition to out of state offices in New York City, Houston and Chicago.

Alfredo Cervantes, Project Manager at FTB, was tasked with making a change to the department's video conferencing solution. "We have had video conferencing capabilities for a long time but always used a third-party vendor. We were ready to bring the solution in-house and host it ourselves," explained Alfredo.

Action

Alfredo worked with the IDS team in Sacramento to design a solution that would meet their video collaboration needs across all offices, serving over 6,000 employees in all. Since the department wanted to eliminate a costly yearly service contract, IDS proposed a solution to bring their service on premises so they could manage it themselves.

FTB deployed over 30 Tandberg video conferencing endpoints across all their locations including the out of state offices. "We effectively doubled our conferencing endpoints, and it was still a cost-effective project over our previous solution," Alfredo explained. All but three systems are on carts, making them mobile and flexible throughout the field offices. The other three units are in fully integrated conference rooms with multiple 70" monitors, high-definition projectors, and audio capabilities.

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ALFREDO CERVANTES
PROJECT MANAGER

Results

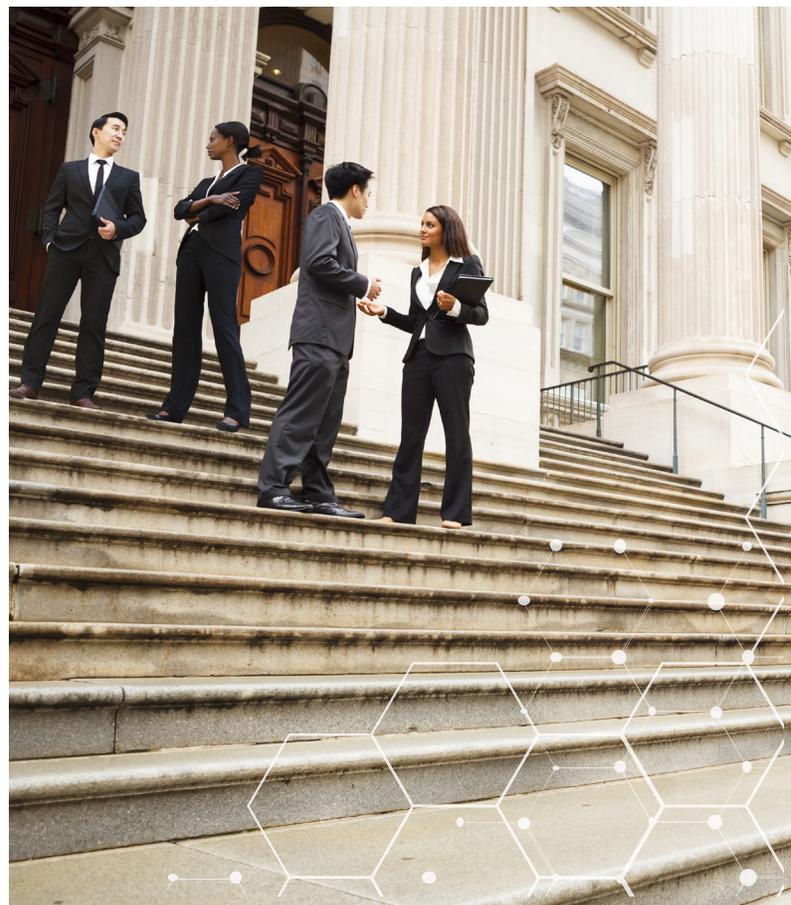
Although the main use case was to save the department on travel, no longer having to fly employees back and forth to Sacramento to attend team meetings, they also use it daily for training, inter-departmental work sessions, interviewing and reviews.

Employees adjusted to the new system easily. Because FTB was having connection and sustainably challenges with the prior service, everyone was ready for a change. "We were ready for a new solution. The problems we experienced with our old system greatly diminished any adoption challenges with the new system," Alfredo explained. In the beginning someone from the IT staff would help with set up and call dialing, but now employees are using the Outlook plugin to reserve the system and it automatically connects the call. The need for IT involvement has greatly diminished.

In the future Alfredo plans to add even more cart units to their arsenal and is planning ways to expand how the system is used. He explained, "We are very pleased with our experience with IDS overall. The Sacramento team is fantastic, and we are looking forward to future expansion possibilities."

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*ALFREDO CERVANTES
PROJECT MANAGER*



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