

Multimedia Collaboration: Video & Beyond

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About Warner Pacific



For over 20 years
Warner Pacific Insurance Services:

Leading full-service General Agency in the West

Providing insurance agents with the **tools, resources**
and support

Representing a **wide selection** of medical, dental, vision,
life & specialty **products**

Agenda

- Migrating from old PBX to VoIP
- Multimedia / Collaboration Applications
- Video calls & conferencing
- Selecting the right tool
- Mobile video calls
- Implementation



Migrating From Old PBX To VoIP

- No converged network - voice, video, data
- No video presence (without purchase of ISDN lines)
- No web collaboration tools
- No integration with Email and Voice Mail
- Dramatic cost savings with VoIP

Multimedia / Collaboration Applications

The Need

- Multiple locations:
 - ❖ Branch offices
 - ❖ Remote home offices
- Reduce travel expenses
- Ability to reach client base for immediate meetings
- Add personal touch with video meetings
- Increase training for employees and customers



Video Calls & Conferencing



Advantages

- Face-to-face meetings with employees and customers
- View body language and reactions
- Multiple locations involved
 - ❖ Ability to link through video
 - ❖ Immediate interaction no matter the location

Selecting The Right Tool

Requirements

- Ability to fully integrate with VoIP Solution
- Ease of use
- Little or no software installed on participants' computers
- Video calls and video conference calls must be as easy as making phone calls
- Must support various endpoints
 - ❖ Video for mobile users
- Over 8 major vendors went through various stages of testing
- Must be cost-effective

Mobile Video Calls

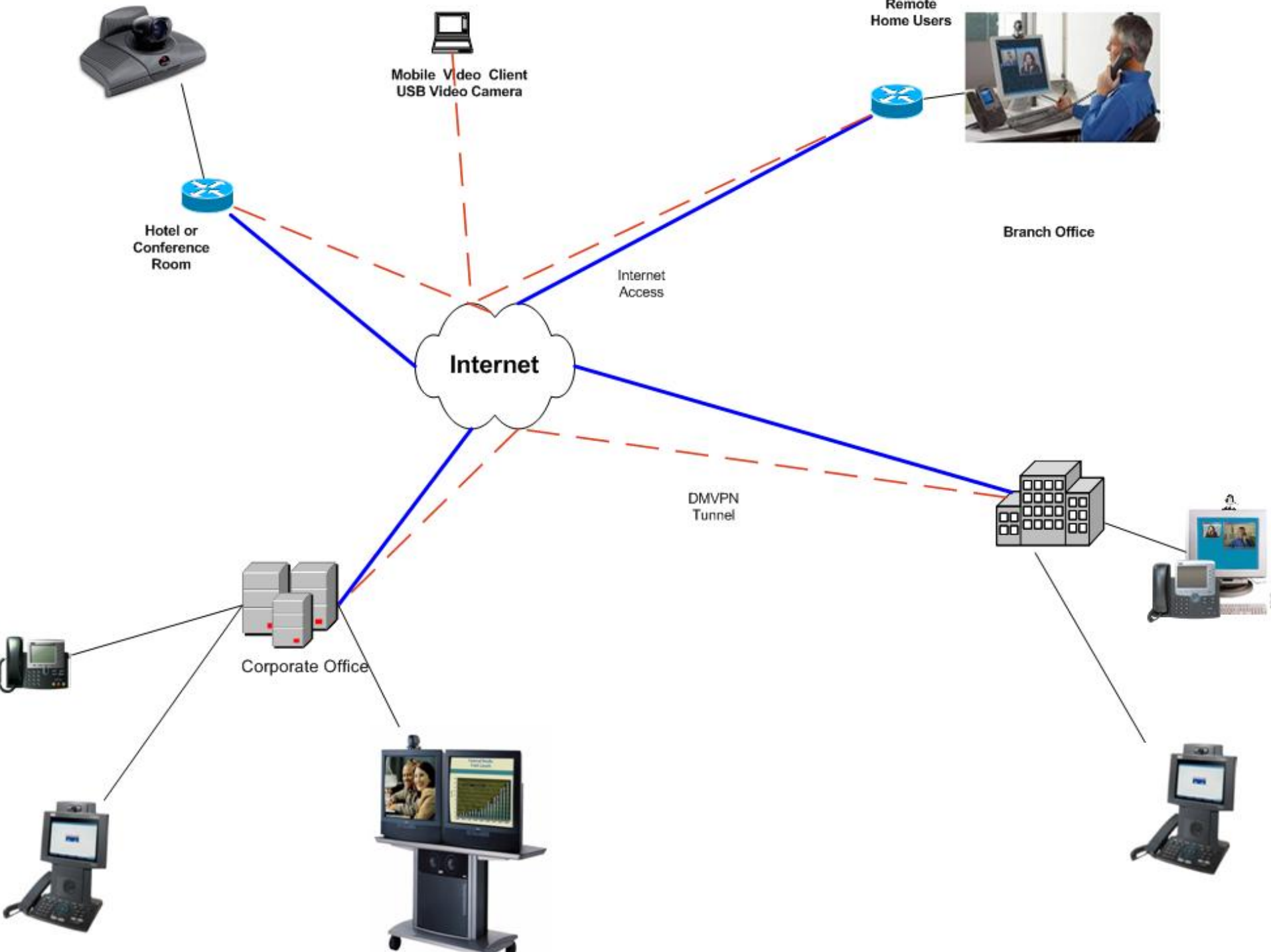
Cisco Unified Video Advantage



- Allows video calls to be made from laptop
- Ease of use
- Simple installation - plug headset & camera into laptop
- QoS is main issue when at remote sites
 - ❖ Coffee shop with wireless access

Implementation

- Preparing the network
- QoS
- Security
- Endpoints:
 - ❖ Conference room cameras
 - ❖ Desktop cameras
 - ❖ Laptop cameras



Take Home Message

- **Voice / Video / Data**
- **Web collaboration**
- **Fully integrated**
- **Ease of use**
- **Personal touch**
- **Global capabilities**
- **Impressive ROI**