

## State of California: CalVet



The State of California Department of Veteran's Affairs (CalVet) network team is responsible for supporting 2000 users in the Sacramento Headquarters, 8 hospitals and 4 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.

### The Challenge: Implement Video Conferencing to Improve Communications

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 far 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 must be able to integrate seamlessly with a variety of equipment already installed in various facilities throughout the department.

### The Solution: A Cisco C40 Telepresence System



IDSolutions was recommended to CalVet by one of our 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 IDSolutions. 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 along side a projector screen. IDSolutions provided the design and installation of the room as well as all required post-installation maintenance and support services.

### The Benefit: Reduced Travel, Improved Training and Communication

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 has been severely restricted and with this system in place staff can take advantage of training sessions by attending remotely. Additionally, staff uses 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.