

NEWS AND VIEWS ON REAL-TIME UNIFIED COMMUNICATIONS

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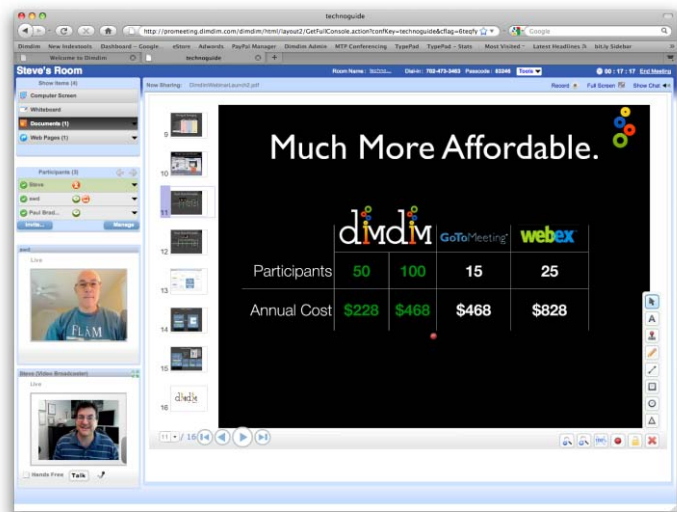
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News in Brief

- York Telecom announced the addition of Cisco TelePresence and Unified Communications to its portfolio of products and managed services as York has achieved Cisco TelePresence “Authorized Technology Provider (ATP)” status and a Cisco Advanced Unified Communications Specialization. The Cisco Advanced Communications Specialization is designed to enable Cisco resale channel partners to focus on UC market needs which may require deploying of solutions over multiple geographies. York, long a specialist in videoconferencing managed services and systems integration, now adds the Cisco line up to its Polycom and Tandberg offerings.

Comments: Cisco has big goals for the “telepresence” space and as successful as the company has been over the past two years, Cisco has been limited by the small number of video-centric channel partners on-board. The company is clearly moving to rectify that situation, and appears to be starting by snaring the top tier of videoconferencing specialists. The first one was clearly Wire One, which is now part of BT Conferencing. And at June’s InfoComm show, the Cisco booth was handing out glossy brochures with the IVCi logo on them, although as far as we know no formal announcement has been made here. The York deal gives Cisco a trio of well heeled video experts to assist them and their other channel partners in driving videoconferencing deployments. From what we’ve observed, Cisco’s prowess is not necessarily in the product space, but in the sales, marketing, and channel management disciplines where the company excels. For companies like York, a Cisco partnership promises to open doors previously “unopenable” and to drive the next stage of growth. Attaining these Cisco certifications is an expensive undertaking, and we congratulate York Telecom on crossing the finish line.

- We had a briefing recently with Dimdim, the three-year-old startup that released its 5th version of its browser-based desktop conferencing application. The basic capabilities are available in three versions – a free version that supports up to 20 participants in a meeting. The professional version scales to up to 100 participants and also supports two-way video. This version can also be privately branded. The webinar version can handle up to 1000 participants and provides the host with a rich set of analytics. Dimdim also gives away an open source version of its software that clients can use for mashups.



- We expect the market to heat up for “virtual worlds” used as a conferencing and collaboration platform. One of the companies to follow will be Forterra and their platform OLIVE which is now in its 2.3 release. The company has eliminated the up-front, one time license fee for the Basic and Enterprise OLIVE Editions respectively. The price level in the new model is determined only by the number of concurrent users needed. If you remember from 18 months ago, we saw a Forterra demo integrated with IBM Lotus Sametime.

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- While we were enjoying the rain and fog on Cape Cod, Google quietly acquired publicly traded ON2 Technologies for about \$106.5M in Google stock, not bad for a company doing less than \$12M in annual revenues. This is clearly a technology play here – one focused squarely on the intersection of video and the Internet. The diamond in the rough here is On2’s TrueMotion – the VP6 codec is embedded in Adobe Flash (via a one-time licensing fee) among other places and VP7 is already announced. On2 also provides technology to transcode video into mobile formats. It’s always dangerous to read too much into these things. Skype is an ON2 customer – having changed we believe from GIPS video codecs to On2 and from GIPS audio codecs to internally developed solutions. How will the Google deal affect Skype? How will the deal affect YouTube – an entity wholly owned by Google. And what about the Chrome browser? We now have Chrome-On2 to go up against Microsoft-Silverlight and Apple’s Safari-QuickTime. Meanwhile if you look closely at the Google chat installer, you should see the Vidyo logo fly by, indicating the Google videoconferencing uses scalable video coding technology from Vidyo. It’s just as likely as not that the Google Talk folks and the YouTube folks (who stream via an HTTP) either don’t know what each other is doing, or the company has made an intentional decision to acquire/partner with two technology providers to address two very different market needs.
- AVI-SPL is now a Tandberg Telepresence T3 Install and Maintenance Certified Partner in the Americas.
- MicroTech has been certified as a TANDBERG T3 Telepresence Installation and Maintenance Provider. MicroTech is the only certified provider capable of installing and supporting all of Tandberg’s Telepresence Solutions in a classified environment
- ClearOne announced the CHAT 60, a new personal speakerphone specifically designed for use with Skype. The \$150 CHAT 60 contains HDConference, ClearOne’s suite of high-performance audio technologies that includes such things as full duplex, echo cancellation, noise reduction and adaptive modeling.
- Eden Prairie-based Video Guidance has launched VG Connect Desktop Service. The new service, based on Tandberg’s Movi, takes the fast growing Video Guidance organization into the CSP space (conferencing service provider). The deluxe plan even includes a high end videophone with no up-front customer investment. The videoconferencing service includes gateway, gatekeeper, and bridging services as well as NAT/firewall traversal, streaming, and operator assistance.

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Ahora disponible en Español

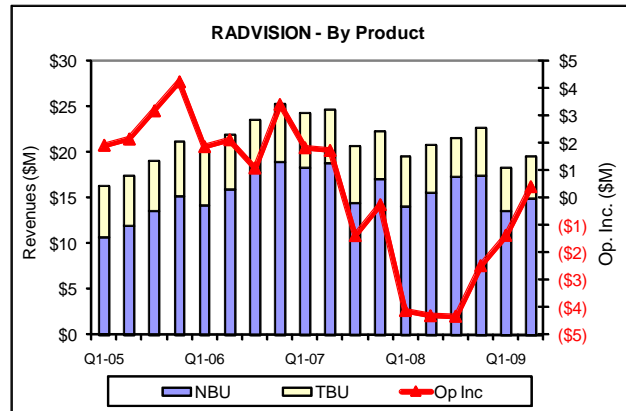
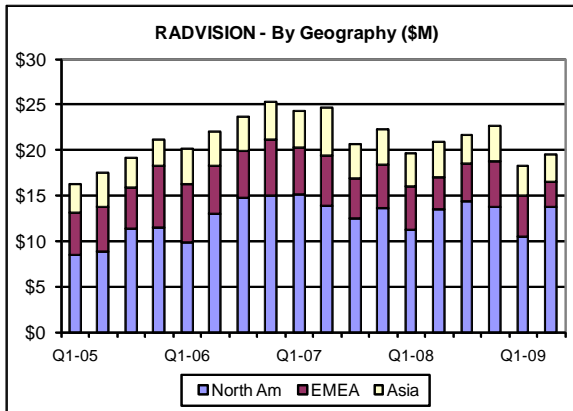
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Dollars & Sense

Radvision Q2-2009

Radvision reported Q2-09 revenues of \$19.6 million compared with revenues of \$20.8 million in Q2-08. However, the company returned to operating profitability with operating income of +\$0.4 million compared with an operating loss of \$4.3 million in Q2-08.

RVSN	Q2-08	Q1-09	Q2-09	Sequential Growth	Annual Growth
Products	\$15.6	\$13.6	\$15.0	10.7%	-3.5%
Technology	\$5.3	\$4.8	\$4.6	-3.4%	-13.2%
Total Rev	\$20.8	\$18.3	\$19.6	7.0%	-6.0%
NA	\$13.5	\$10.5	\$13.8	30.6%	1.9%
EMEA	\$3.5	\$4.4	\$2.7	-38.8%	-22.8%
Asia	\$3.8	\$3.3	\$3.1	-6.6%	-18.9%
Op Inc.	(\$4.30)	(\$1.36)	\$0.42	NA	NA



The Big Three

		Q2-08	Q1-09	Q2-09	Sequential Growth	Annual Growth
PLCM	Room Video Units (1)	20,845	16,529	20,522	24.2%	-1.5%
TAA	Room Video Units (2)	16,483	16,610	15,663	-5.7%	-5.0%
PLCM	Video revenues (\$M) (3)	\$141.2	\$124.3	\$128.7	3.5%	-8.9%
TAA	Video revenues (\$M)	\$128.6	\$119.1	\$122.8	3.1%	-4.6%
PLCM	Infrastructure revenues (\$M) (3)	\$28.0	\$32.1	\$33.0	2.8%	17.9%
TAA	Infrastructure revenues (\$M)	\$37.0	\$42.9	\$47.1	9.7%	27.1%
RVSN	Infrastructure revenues (\$M)	\$15.6	\$13.6	\$15.0	10.7%	-3.5%
PLCM	Total revenues (\$M)	\$271.6	\$225.4	\$230.7	2.4%	-15.1%
TAA	Total revenues (\$M)	\$194.9	\$193.3	\$204.6	5.8%	5.0%
RVSN	Total revenues (\$M)	\$20.8	\$18.3	\$19.6	7.0%	-6.0%

1) Includes VVX 1500 and CX5000, 2) Includes E20, 3) Many include some services revenues

- Glowpoint reported Q2 revenue was a record \$6.95 million, an increase of more than 7.0% from the same period a year ago. Monthly recurring subscription and related revenue for the quarter was \$4.9 million of such amount, up approximately 15.0% year-over-year.

People & Places

Ontario Telemedicine Network, **Ron Riesenbach**, VP Emerging Business
 Haivision Network Video, **Thomas Haider**, European Channel Manager
 Global IP Solutions, **Anton Schwarz**, VP of worldwide sales

Wainhouse Research Happenings

Using Videoconferencing Beyond the Corporate Network



When: Dinner 15 September
Conference 16 September

Where: Zurich, Switzerland

Sponsored by:



The next meeting of the end-user, peer networking group will explore the barriers to connecting beyond the corporate firewall and using tools such as videoconferencing to communicate with suppliers, customers and partners.

Our one-day meeting in Zurich will host strategic managers at major multi-national organisations speaking on the challenges they face and solutions they have implemented. In addition, leading solutions providers and industry experts will share their thoughts on how the industry is facing up to these challenges and what solutions are available for the enterprise. The meeting includes a technology showcase; participants will also gain an insight to the solutions being developed by a major 'Conferencing-in-the-Cloud' solutions provider.

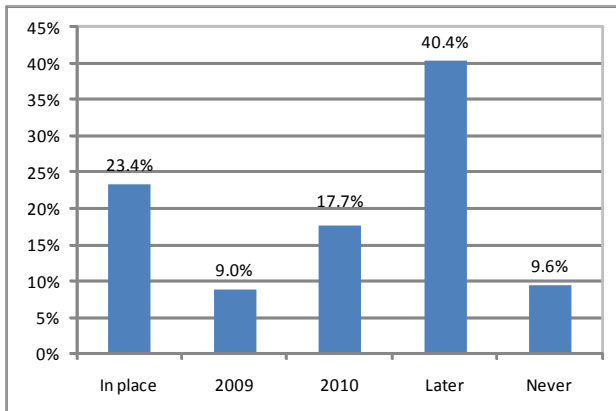
This meeting is open to all end user conferencing professionals and it is a session not to be missed. Full details, including the agenda and registration can be found on the Point9 web-site, www.wainhouse.com/point9, but if you have any queries, please contact Point9's Executive Director, [Richard Norris](mailto:Richard.Norris@wainhouse.com).

Two New Survey Reports

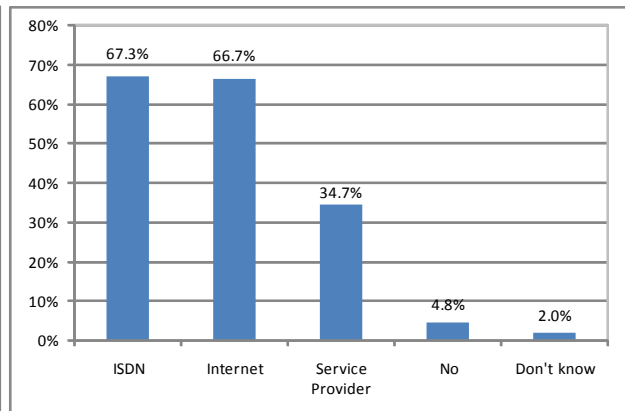
In our first survey of this kind, analyst Will Zachmann has published Rich Media Metrics – ESN, a survey of over 340 respondents on their current and intended use of Enterprise Social Networks.

WR has also published our annual survey of videoconferencing end users. Over 300 respondents answered questions on telepresence, room video, and desktop videoconferencing deployments and plans.

For more information on any of these studies or the previously released ESN reports, including Executive Summaries, please visit www.wainhouse.com/reports or contact Client Services Manager Sara Fargo at sfargo@wainhouse.com, +1 781 934 6165.



*ESN survey sample question:
Expected time frame for deploying inward-facing
enterprise social network solutions*



*Videoconferencing survey sample question:
Solutions in use for B2B videoconferencing*

WAINHOUSE RESEARCH
COLLABORATION
FUTURES
SUMMIT 09

What do scalable video coding, virtual meetings, unified communications, managed services, and IP video networks have in common? They were all part of the 2009 Boston Summit.



Summit participants quickly became engaged in the program



The summit seating facilitated interaction



WR's own Brent Kelly pointed out where unified communications are going



Rich Baker entertained the audience with views of far out technologies that could change everything



The exhibit hall gave attendees a chance to see 13 demos in action





The presentation from Google raised lots of questions



Interactions between customers, vendors, analysts and channel partners



Alumni club networking



Who says CSPs can't have fun?

Event Calendar

Conferencing & Collaboration Events	
When & Where	Who & What
September 16, Zurich, Switzerland	Point Nine: Using Video beyond the Corporate Network
October 11-14, Anaheim, CA USA	Polycom User Group Annual Conference
October 26, Boston, MA USA	Wainhouse Research CSP Summit
April 20-21 2010, Berlin, Germany	Wainhouse Research Collaboration Summit

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