

AGT Launches Fathom HD

AGT has enhanced its Fathom product line to support HD video communications. While Fathom is one of the key components to AGT's PerfectMeetings Video managed service, it is also a component used by network and other video managed services providers to monitor network performance as well as video call quality – now supporting both SD and HD calls.



One of the unique capabilities of Fathom is its ability to pre-test sites prior to high profile conferences. For collaboration managers with mission critical assignments, or quality-critical customers, Fathom enables certification of networks and new sites, monitors all active meetings, and sends alerts if IP video quality is poor or declining. For those in the process of migrating to HD, these issues have become even more important since users upgrading to HD naturally should expect an improved user experience. Fathom HD is supported by AGT's enhanced user interface that provides a quality dashboard as well as complete call detail records.

Technology in Education

The 2010 Virtual Symposium: Education for All; Enabling Access through Technology, co-organized by Drexel University and Wainhouse Research in conjunction with the World Bank Global Distance Learning Network began 1 March with a presentation from Wainhouse Research's Alan Greenberg sharing his research results and insights with regard to [Critical Success Factors for Building Distance Education Programs](#). The entire event is taking place online with new presentations and conversations throughout the month of March. Registration and participation is free, but you need to be registered and LOGGED IN to access the content. Some other topics of interest to the WR Bulletin audience:

- Cynthia Cavalli and Lorrie Sivich share their experience with new technologies and virtual environments at Boeing in [Augmented Reality in Corporate Learning Environment](#).
- Rajashi Ghosh of Drexel University shares recommendations on how global organizations can better structure online mentoring programs to increase social presence and sustain cross-cultural mentoring connections in [Social Presence in Online Mentoring: Implications for Cross-Cultural Mentoring in Global Organizations](#).

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Telepresence in Education

Surprise! Turns out those pesky educational institutions with those starving students are one of the richest opportunities for “telepresence” sales. The latest report comes from Cisco and partners and an interesting installation at Duke University in Durham, NC. This is reportedly a first-of-its-kind virtual lecture hall. Custom-built by IVCi using “Cisco TelePresence technology,” the facility provides business school students with access to professors, business leaders, and guest lecturers located around the globe. [Check out the video.](#)



The custom-built lecture facility includes three 103-inch plasma displays, six 1080p cameras for both panoramic and lifesize video, an instructor's podium with two document cameras for sharing class materials, three remote student displays for the instructor to view remote classrooms from the podium, and 66 custom push-to-talk microphones for interactive discussions.



My comments: Is this interesting? Yes! Does this provide value? Yes! Is this great audio and video with intelligent integration? Yes! Is this an example of videoconferencing technology applied right? Yes! Is this telepresence? Probably not – that is, not if you think telepresence is about the illusion that the remote people are in the same room with you. See our opinion piece on the [telepresence vanishing](#) act.

Two Subscription Services Now Available from Wainhouse Research

Wainhouse Research now offers two new subscription services to provide you with access to comprehensive, detailed market intelligence in specific practice areas. The [Video Communications Practice \(VCP\)](#) covers products and services in the following markets:

- Videoconferencing and telepresence
- Streaming and webcasting
- Audio visual

The [Unified Collaboration Practice \(UCP\)](#) covers the following:

- Hosted audio, video, and Web conferencing services
- Hosted/managed unified communications services
- On-premises unified solutions

As a VCP or UCP subscriber, your entire organization will have 24/7 access to all of WR's market intelligence in each of the respective practice areas, enabling you to stay ahead of the market and make smarter business decisions. An annual subscription from WR makes budgeting simple, too - no need to decide which reports, study, profile, research notes, or matrices to buy. Become a subscriber today. Contact Sara, sfargo@wainhouse.com.

News in Brief

- Following announcements from late last year, Adobe announced availability of a mobile application for Acrobat Connect Pro. Now, iPhone or iPod touch mobile users can participate in collaborative Connect Pro meetings, training sessions and Web seminars. Built using Flash Professional CS5 beta, Connect Pro Mobile was published as a native iPhone app and is the first Adobe-authored application using Packager for iPhone technology. With Connect Pro Mobile, participants can watch and listen to live presentations including real-time meeting webcam video and screen sharing demonstrations. Mobile users can see who is in the meeting at any given time, and collaborate with others using live text chat. VoIP meeting audio will broadcast straight to iPhone or iPod touch devices over a WiFi or 3G connection.
- AVI-SPL has achieved the Advanced Unified Communications Specialization from Cisco. This specialization recognizes AVI-SPL as having fulfilled the training requirements and program prerequisites to sell, deploy and support Cisco Unified Communications solutions.
- PGI (formerly Premiere) has teamed up with AVI-SPL to combine PGI's audio, web, and event collaboration services with AVI-SPL's expertise in videoconferencing and AV integration. PGI services are now also being resold by Denver-based Copper Conferencing.
- Canadian upstart Magor has launched the 3rd generation of its multi-screen, multi-codec 1080p collaboration product. A single screen terminal is also available. There are lots of unique capabilities here, including a proprietary video algorithm that falls back to industry standards, bandwidth management, packet loss concealment, and a peer-to-peer video system that enables 7-way multipoint without requiring one of those ugly MCU devices.
- Starwood Hotels unveiled its first two telepresence suites (Chicago and Sydney) recently, the first implementation of a 10-room program announced nine months ago in collaboration with Tata Communications and Cisco.
- Not to be outdone, Regus has opened three telepresence suites in Paris, Frankfurt and Manchester. These are based on Cable&Wireless Worldwide's Managed Video

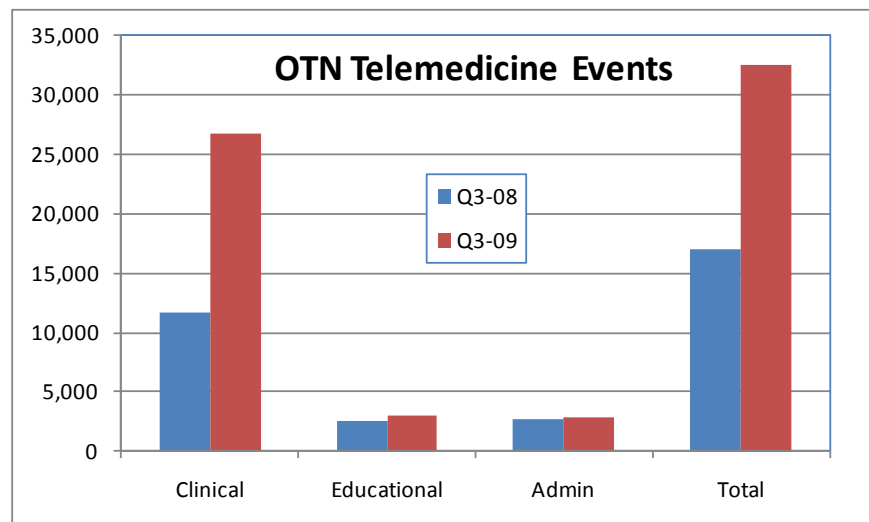


Conferencing (MVC) system and Polycom's RPX telepresence products. This deal was announced about nine months ago.

- Digital Video Enterprises (DVE) announced the DVE Immersion Room, taking Polycom's immersive RPX one or two steps further. With a list price of \$890K (yes almost \$900K) per room, The Room is indeed a new category of corporate audio/visual experience. This is not just a realistic conferencing setup, it also brings new volumetric 3D and augmented reality to executives, sales teams, and engineers. The center of the design is a large 16:9 immersive image that can be used even as a HD screening room. An executive can now simply plug in his notebook and be seen standing within his spread sheet or presentation should he have the desire to really get intimate with his numbers.



- As if winning 14 gold medals wasn't enough, we now have to listen to our friends at Canada's Ontario Telemedicine Network (OTN) brag about the significant milestones they are achieving in the delivery of healthcare with a variety of telemedicine technologies, especially videoconferencing. OTN now has 413 video systems deployed around the province. We share this latest set of statistics from our friends (with healthcare) in the frozen North:

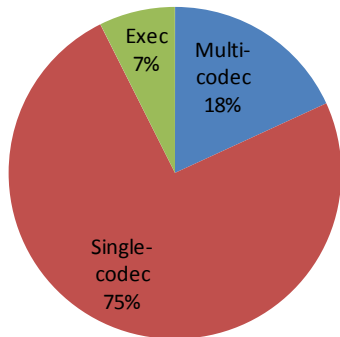


Videoconferencing Industry Statistics

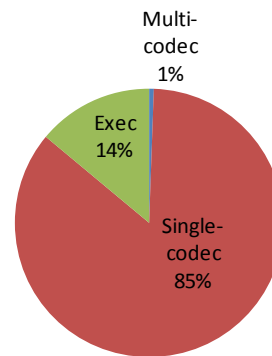
The videoconferencing industry ended 2009 with mixed results.

	Sequential Growth	Annual Growth
Group System Revenues	6.2%	-7.3%
Infrastructure Revenues	22.5%	27.7%
Total Group Units	5.3%	0.8%

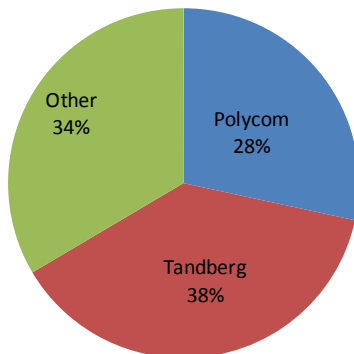
Q4 Group Revenues



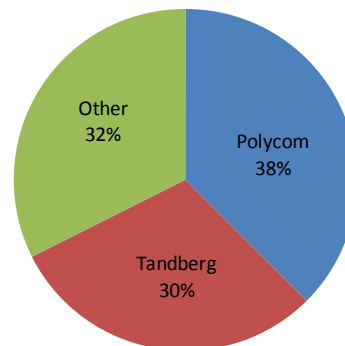
Q4 Video System Units



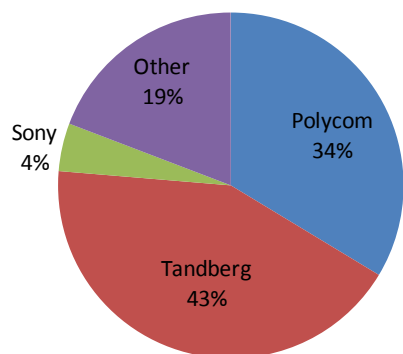
Q4 Endpoint Revenues



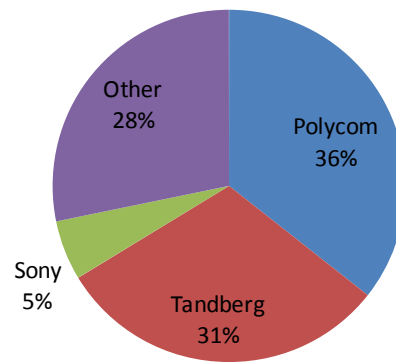
Q4 Endpoint Units



Y2009 Revenues



Y2009 Units



New WR Subscription Service Content

Subscription	Document Title & Link	Description
VCP	Audiovisual Equipment Grades: Consumer, Prosumer, Commercial & Broadcast	Discusses the differences in AV equipment grades and explains the categories.
Purchase Only	Videoconferencing SpotCheck - Q4 and FY 2009	Videoconferencing endpoints shipment data by system type and geographic region
Free to all	Company Profile Update - Starbak	Starbak ceases operations in February 2010.
VCP*	A Test Drive of the ooVoo Desktop Conferencing Service	Provides insight into the capabilities and performance of the service.
VCP	Company Profile - AGT	Insight and analysis of AGT and its videoconferencing managed service offering.
VCP*	Comparison Matrix - Video Bridges / MCUs	~ 30 stand-alone video bridge / MCU offerings from leading vendors.

*Also available on Platinum Pro

Conferencing & Collaboration Events

When & Where	Who & What
March 22-25, 2010, Orlando, FL	VoiceCon (8 sessions with WR analysts)
March 23-25 2010, via the Internet	Education for Everyone Virtual Symposium
April 7-8, 2010, via the Internet	IMTC Virtual Conference
April 19, 2010, Berlin, Germany	Wainhouse Research CSP Summit - Europe
April 20-21, 2010, Berlin, Germany	Wainhouse Research Collaboration Summit
April 22, 2010, Reston, VA	Telepresence Options conf. on supply chain mgmt.
July 20-21, 2010, Boston, MA	Wainhouse Research Collaboration Summit
October 12, 2010, Boston, MA	Wainhouse Research CSP Summit - North America

People & Places

Appia Communications, **Mike Guerrero**, Regional Manager for Northwest U.S.

AVI-SPL, **Monte McGuire**, VP Strategic Accounts, **Kevin Hennings**, GM Dallas systems Integration office.

ACT Conferencing, **Paul Vick**, Director of Channel Sales

Wainhouse Research Summits in Berlin



19 April – [Details](#) or [Register Now](#)



20-21 April – [Details](#) or [Register Now](#)

The market is changing rapidly, and we will be addressing business and technology issues that are of interest to a wide range of end users and service providers alike.

The [Collaboration Futures Summit](#) has a nice mix of vendors, experts, and customers speaking on videoconferencing and unified communications. See the [full agenda here](#), [register to attend in person](#), or see the event *streamed live and FREE* courtesy of Easymeeting. While April 20 is focused on videoconferencing and telepresence, April 21 is focused on unified communications and next-generation collaboration technologies. Here are some of the speakers on April 21:

	Marc Beattie Wainhouse Research <i>The Transformation of Communication Service Providers</i>		Eugene Tcipnjatov Wyde Voice <i>HD isn't just for video anymore</i>		Jerry Pompa Compunetix <i>Unified communications and mobile conferencing services</i>
	Thomas Pind CEO Futurecom <i>7 reasons your employees don't adopt conferencing and what you can do about it</i>		Rich Jenner Avaya <i>Creating a truly collaborative UC environment through inclusivity</i>		Stefan Karapetkov Polycom <i>How UC & Telepresence are changing video protocols and interoperability forever</i>
	Michael Stiefel Reliable Software <i>Cloud Computing: What will it mean for conferencing</i>		Andy Nilssen Wainhouse Research <i>Team Workspaces 2.0: Get ready for the next level</i>		Tolga Sakman Tandberg <i>Indeed, this time it's different</i>

Collaboration Summit Sponsors			

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