

As we leave for [VoiceCon](#) (Andrew Davis, Brent Kelly, Ira Weinstein, Andy Nilssen, and Jon Neville – look for us there) several big announcements came forth in the videoconferencing market. And we suspect that the next few days will see a slew of unified communications announcements as those of us in the converging world of voice, video, and data head to Orlando.

TANDBERG Launches EX90

For most of my life I wanted a Porsche, now I think I want a Tandberg EX90 instead. Long the market leader in the executive desktop videoconferencing category, Tandberg has introduced a new front runner for design, performance, and elegance wrapped into one. In brief, the company's latest executive system sports the following impressive features:

- 24-inch display can double as a PC monitor; (WUXGA 1920x1200) includes DVI and HDMI inputs, base MSRP \$9900.
- 720p30 standard, 720p60 and 1080p30 optional (\$3000) for videoconferencing.
- High resolution camera with 2x (?) optical zoom, can tilt 90 degrees, and become a document camera. Think about it!
- H.239 standard, 4-way CP multisite (\$3000), and dual display support (\$2000; HDMI out) are software options.
- New user interface based on 8-inch touch screen for system control (replaces hand held remote. A spin off perhaps from the company's T1 and T3 control systems, but definitely the wave of the future.
- Two front speakers and a sub woofer; handset for privacy.



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RADVISION Intros SCOPIA Mobile: Next Generation User Interface

Radvision has introduced what has to be the slickest user interface to control a multipoint meeting since the invention of the DOS command line. SCOPIA Mobile is a free application providing control and management of video-conferences hosted on the SCOPIA Elite MCU with iPhone, iPod touch, and BlackBerry smartphones.



I had my own personal demo on the iPod. I joined a conference and found out I could:

- Manage meeting participants such as mute the audio of a noisy user, start or stop the video of a user, or even disconnect a disruptive meeting participant.
- Control a meeting such as start / pause recording and streaming, lock a conference, extend the meeting time, and terminate individual participants or the entire meeting.
- Rearrange the screen layout for each individual participant.
- Invite additional participants (video conferencing room systems, telephones, etc.)
- View participant statistics such as codecs in use, resolution, network speed and loss to assist in basic troubleshooting.

Syncing to my office wifi was instantaneous, as was the response to my finger touch commands. You have to wonder how long before hand held remotes and web based interfaces are so last century! Kudos to Radvision for providing an interface on a popular smartphone.



Layout control



Meeting control



Participant info



Participant list

Can't Come to Berlin in Person?

Attend the WR Collaboration Summit by Webcast. Check it out.

[>> Click here for a 2 minute video <<](#)

News in Brief

- Two interesting announcements from Avaya this week. In the first the company says it is expanding its existing relationship with Polycom and will jointly develop and market integrated video, voice and collaboration solutions. The planned joint solutions will provide Polycom's full range of voice and video systems integrated with Avaya Aura (SIP-based) delivering real-time collaboration to customers. Avaya Aura will enable companies to administer, schedule and manage the joint solutions in a single, consistent manner, and control bandwidth to support a superior user experience and optimal deployment of network resources. Separately Avaya announced an agreement with LifeSize to establish interoperability between the Avaya Aura unified communications (UC) platform and LifeSize HD video conferencing systems. Separately again, Avaya introduced the new release of Avaya IP Office—the company's flagship communications solution for small and medium-sized enterprises (SMEs). Capabilities include advanced collaboration tools using voice, instant messaging, presence and video to drive a more productive and flexible workforce.
- The Polycom RMX 2000 received Unified Capabilities Approved Product List (UC APL) from the U.S. Dept. of Defense. This complements existing UC APL certifications for the Polycom HDX line of room and personal telepresence systems. The Unified Capabilities APL, as tested by the Joint Interoperability Test Command (JITC), applies to every Department of Defense (DOD) Information Technology (IT) and National Security System (NSS) and assures that the Combatant Commander, Services, and Agency systems can interoperate securely in a joint, combined, and coalition environment in support of global net-centric war-fighting capabilities. In other Polycom news, the company announced 1) support for the Macintosh with Polycom's CMA Desktop video collaboration application and 2) a solution that combines real-time visual communication, live and on-demand video streaming, digital signage and network-efficient video content distribution.
- The Global Presence Alliance partnership between Whitlock and Impact has expanded yet

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again. This time the team is joined by Teljoy Audi Visual as the preferred integrator in Sub Saharan Africa. Wainhouse Research is hoping to join Teljoy and a few others later this year in a [Sub Saharan conference](#) on unified collaboration and videoconferencing.

- It's hard to ignore reports online, originating apparently with the UK's Financial Times, that Apax Partners has been in talks with Polycom about a deal to take the company private. Valuation is reportedly in the vicinity of \$3 Billion. We are withholding comments (yes, this is unusual for us!)
- The Department of Human Services in Australia has launched a video relay interpreting service for the hard of hearing in Australia. The integrated solution is based on an HD videoconferencing system and other technologies supplied by Vantage Systems.
- Imago Group has launched a new bundle that combines Radvision's VC240 all-in-one HD video conferencing desktop system with a subscription-based service, Easymeeting, that provides a global directory of registered videoconferencing users and contact numbers. Easymeeting also supports multipoint video.
- Milan-based Mirial released ClearSea, a new client-server desktop videoconferencing solution supporting both PC and Mac users as well as those pesky legacy H.323 room systems. Features include a centralized directory, user group management, integration with Active Directory/LDAP, full remote configuration and upgrade of desktop clients. The port-based licensing and the possibility to download unlimited copies of the client makes the product extremely scalable without the need to worry about unused accounts. ClearSea provides the ability to connect the local (on-LAN) and remote (off-LAN) desktop users across their firewalls and to their SIP or H.323 legacy conferencing room systems, without the need of any external gateway or bridge. The product also embeds a video IVR to call users by extensions and an "autoscan" feature for finding existing room systems.
- At the same time it is discontinuing operations in Europe, Sony videoconferencing has introduced a new system, the XG55 (MSRP \$5999) in Asia Pacific. The new system incorporates many of the features and functions of its big sister, the XG80, but does not include an embedded bridge and has fewer I/O ports. Significant enhancements include 720p30 dual streams, stereo sound (but only one microphone is included in base price), and the ability to annotate video with an optional pen tablet. The company also announced a software MCU that can support up to 500 ports in VAS mode and 200 ports in continuous presence. (List price is approximately \$70K for 20 ports.) Given Sony's geographic pull back, we are not exactly sure when and where all these products will be available to the buying public. The company says it will focus on Japan, Brazil, China, Russia, and the Middle East and Africa.



Andrew's Goof Creates Firestorm in Canada

I reported last issue that the Ontario Telemedicine Network had 413 video systems. Where did I get that number? No, it wasn't retribution for the gold medal hockey game; I was interpreting Canadian.

Dear Andrew: Reference your last newsletter. I appreciate the plug – thank you. However, you got one of the numbers wrong. We have significantly more than 413 videoconferencing systems deployed in the province. On re-reading the section that you took this number from, I can see how the mistake could happen. It wasn't written all that clearly. In fact OTN has over 1,800 videoconferencing systems under management around the province. The number '413' was the number of v/c systems we added in the first 3 quarters of our fiscal year.

Just so you know, our fiscal year ends March 31st. At that point, we expect that we will have supported about 120,000 videoconferencing encounters in 2009/10 of which about 100,000 will be 'clinical' (point-to-point events where patient meet with docs face-to-face or where docs meet with one another to discuss a patient's case). These are remarkable numbers – we ourselves are amazed at how rapidly this service is growing. That is over 40% higher than last year. I think we have found the killer app for videoconferencing.

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Conferencing & Collaboration Events	
When & Where	Who & What
March 22-25, Orlando, FL	VoiceCon (8 sessions with WR analysts)
March 23-25, online	Education for Everyone Virtual Symposium
April 6, online	The Business and Academic Imperative for Lecture Capture in Higher Education – Why's and How To's.
April 7, online	Power and Simplicity: Finding the Optimal Blended Solution for Online Training
April 7-8, online	IMTC Virtual Conference
April 13, online	Do More, Meet Less: Driving Team Efficiency with Web Conferencing
April 19, Berlin, Germany	Wainhouse Research CSP Summit - Europe
April 20-21, Berlin, Germany	Wainhouse Research Collaboration Summit
April 22, Reston, VA	Telepresence Options conf. on supply chain mgmt.
April 27, five UK locations	Videoconferencing within the UK Charities and Housing Association sectors
July 20-21, Boston, MA	Wainhouse Research Collaboration Summit
October 12, Boston, MA	Wainhouse Research CSP Summit - North America

New Publications from Wainhouse Research

Subscription	Document Title & Link	Description
VCP	Company Profile - IVCi	Insight and analysis on IVCi and its videoconferencing managed service offering.
VCP	Company Profile - AVI-SPL	Insight and analysis on AVI-SPL and its videoconferencing managed service offering.
Free to all	The CIO's Guide to Videoconferencing Security: Keeping Pace with the DoD	Security guidelines for the DoD and insight for those seeking to deploy a secure visual collaboration environment.

People & Places

AVI-SPL, **Howard Haberman**, Program Manager On-site Staffing Services

e-Dialog, **Tony Terranova**, VP Marketing

Envivio, **Arnaud Perrier**, VP of Solutions

HaiVision, **Tom Pfeuffer**, VP Medical Markets

Vidyo, **William Yu**, VP Sales APAC, **Christopher Thomas**, VP Sales, U.S.

VMCI (formerly known as Visual Nexus), **Pedro Beitra**, CEO

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

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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. [Register here for the free webcast](#). 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:



Chuck Stucki
Cisco
A new perspective on visual communications & enterprise collaboration



Chris Carr
Masergy
The Future of Networks for Video



Andrew Davis
Wainhouse Research
Where is videoconferencing heading?



Luis Carlos Garza
CEMEX
From telepresence to the desktop: Key issues



Nico Hofman
Philips
Driving a worldwide telepresence deployment



Moshe Machline
RADVISION
Point-counterpoint: A new perspective on videoconferencing



Dr. Per Einar Weiseth
Statoil ASA
Conferencing beyond the conference room



Alex Eleftheriadis
Vidyo
Point-counterpoint: A new perspective on videoconferencing



Shai Toren
Emblaze - VCON
Point-counterpoint: A new perspective on video

Collaboration Summit Sponsors



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