

## **Berlin WR CSP Summit and Collaboration Summit Now Rescheduled**

*Good news. We have the same event at the same hotel in Berlin and for the same room rates, even though this is now high season. Details follow.*

*21 June (afternoon): CSP Summit*

*22-23 June: Collaboration Summit*

### **News in Brief**

- Avaya unveiled new data products that the company claims are faster, more cost-effective, and specifically designed to support the needs of bandwidth-hungry video and unified communications (UC) applications. Coining the term “fit for purpose”, Avaya is focused on delivering less complex, more efficient systems that perform functions companies need. One of the key components of the new suite is the Avaya Unified Communications Management (UCM) Configuration and Orchestration Manager (COM) - a network management application that is part of the Unified Communications Management (UCM) solution that manages multi-user configuration, provisioning, and troubleshooting for a wide range of enterprise technologies.
- The IMTC’s premier annual Interoperability Testing event ([SuperOP](#)) will take place in Jesi, Italy June 14-18, 2010. During the event, IMTC members will get together to test various IP video communications systems and technologies, including videoconferencing over SIP and H.323, Packet Switch Streaming, 3G-324M mobile video-conferencing, IMS (VoLTE) and more. Additionally, IMTC will hold a Telepresence Interoperability workshop and kick-off meeting during the event. The event is open to all IMTC members, non-members are welcome to apply. Registration is open until June 4, 2010. The event is hosted by IMTC, RADVISION Italy, and AE.NET, and sponsored by Cisco, Polycom, Tandberg, Telecom Italia and Vidyo.
- Global IP Solutions announced the availability of high-definition and super-wideband voice as well as one-way videoconferencing capabilities for iPad developers. GIPS VideoEngine Mobile supplies iPad developers with a high-level programming interface that contains the complex video algorithms running on Apple’s iPad. As video access becomes available from Apple, GIPS VideoEngine will support two-way video chat / conferencing.
- Haivision Network Video announced that surgeons at the Children’s Hospital of Pittsburgh are using the Haivision Furnace video-over-IP system to monitor

The WR Bulletin would like you to join us in thanking our 2010 sponsors:

**HAEDEN BRIDGE**  
TWOWAY IP MULTICASTING SOLUTIONS

**AVI**  **SPL™**

  
**AGT**  
Applied Global Technologies®

Be a WR Bulletin sponsor.  
 Lots of benefits. [Contact Sara.](#)

The fine print: Sponsorship of the WR Bulletin in no way implies that our sponsors endorse the opinions expressed in the WRB. Nor does it imply that the Bulletin endorses their products or services. We remain an equal opportunity critic.

progress of cardiology surgeries live from anywhere in the hospital, at the office, or from home. With secure remote access to live video providing a window into the operating room, doctors can now collaborate more efficiently, thus improving patient care.

- HP announced that it would acquire the beleaguered Palm for \$1.2 billion. Palm has struggled in recent years, with multiple onslaughts from Blackberry, Apple, and then Google. HP is now back in the mobile game with a multi-tasking operating system, webOS, but few applications. Should we be looking for a Halo interface on their next mobile device? In a totally unrelated announcement, HP veiled a new "edge-to-core networking portfolio" based on technology built by 3Com. HP also announced that its newest "Cisco-free" data center takes advantage of HP/3Com equipment to "achieve twice the port and capacity density, and a 50 percent reduction in power consumption versus previous solutions." Let the chips fly!
- Speaking of Cisco, on April 19 the company completed its acquisition of Tandberg.
- Polycom announced a portfolio of Unified Communications Professional Services delivered through Polycom Global Services, Polycom Open Collaboration Network partners, and certified Polycom partners designed to help customers successfully integrate Polycom voice and visual communications solutions into their unified communications (UC) environments. In response to customer demand, the first available service focuses on integration of Polycom solutions within Microsoft UC environments. Polycom has teamed with Microsoft to provide a unified collaboration solution that integrates presence-based real-time IM, voice, video and data collaboration.
- Wainhouse Research will be moderating two sessions for the IMCCA at Infocomm this year. The IMCCA is running a Collaborative Conferencing session on June 9-10 and a telepresence day on June 10. The exhibit pavilion is open June 9-10-11.
- You may have noticed over the past 11 years that we don't ordinarily report on the many awards given in the industry. But this week we are making an exception to tell you that WR's own Alan Greenberg has been awarded for **OUTSTANDING LEADERSHIP BY AN INDIVIDUAL IN THE FIELD OF DISTANCE LEARNING** by the USDLA. (Send congrats to [agreenberg@wainhouse.com](mailto:agreenberg@wainhouse.com)).
- UK-based distributor Medium UK is consolidating its service offering by bringing in house Beyondis, the company's videoconferencing arm. Medium acquired Beyondis in 2009, adding LifeSize's HD video

### Introducing one of the WR Bulletin Sponsors

Applied Global Technologies (AGT) is the fastest growing privately held Managed Video Services provider in North America. With over 17 years of experience in the video industry, AGT is a leader in developing technologies and delivering services to business, government, education, and service providers. AGT removes the cost and complexity of deployment and management for desktop, conference room, and telepresence suite video conferencing.

AGT's innovative, award-winning technologies and services include FATHOM HD for video testing and management, ENCORE for all-in-one H.323 bridging, desktop videoconferencing, streaming/recording, scheduling, and multi-network traversal, and ANALYTICS, a web-based reporting/analysis tool.

PerfectMeetings is AGT's comprehensive managed video service available as either an on-premises or off-premises deployment with a "no cap-ex" option.



[www.appliedglobal.com](http://www.appliedglobal.com)

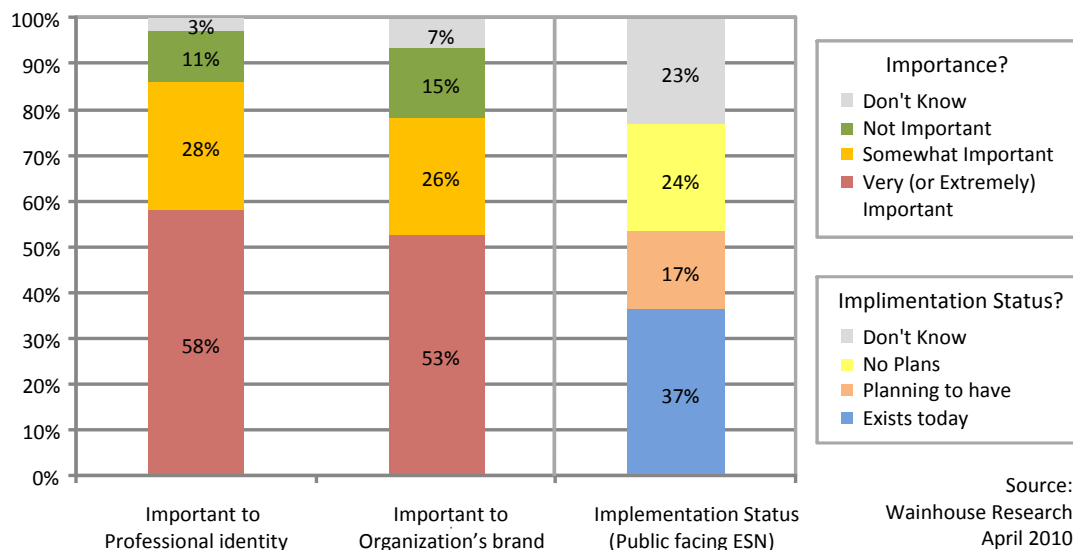
conferencing to its product line. Beyondis will now trade under the name of Medium UK. In addition to videoconferencing Medium now has a full line of screens, furniture and complementary products.

## Social Networking Survey Shows High Value, Low Implementation

Wainhouse Research recently released results from the firm's second annual Enterprise Social Networking survey which revealed that respondents are very enthusiastic in their adoption of the technology for both personal and business use. Six out of ten respondents use social networking for both personal and business use. Another 1 in 10 use social networking strictly for business use, while another 2 in 10 use it strictly for personal use. Less than 1 in 10 do not use social networking at all.

However, while 58% of respondents believe that building a social networking presence is very important to their professional identity, and 53% believe it is very important to building an organization's brand, only 37% of respondents report that their organization has a public facing social networking presence in place. This discrepancy is likely to lead to high growth rates for the social networking market over the next few years.

*Importance of Social Networking to Businesses vs. Implementation Status*



The survey, which was conducted online in March 2010, is the first of four Rich Media Metrics surveys to be conducted by Wainhouse Research this year. Other survey reports include 2) Videoconferencing End User Survey, 3) Unified Communications Survey, and 4) Collaboration Service Provider Customer Survey. A free executive summary, which contains selected survey results and ordering information for the full 36-page report, is available now at [www.wainhouse.com/esn](http://www.wainhouse.com/esn).

## Are You a Videoconferencing Channel Partner?

If you are an integrator, value-added reseller, distributor, or AV specialist, please take five minutes to take our survey - [www.wainhouse.com/surveys/partners](http://www.wainhouse.com/surveys/partners). You might win a \$50 amazon.com gift card while helping us at the same time.

## LifeSize Intro's Video Center

LifeSize has beefed up its infrastructure product line significantly with the introduction of Video Center (\$30K), a one button HD streaming, recording, and auto-publishing solution. This unique solution (Flash based) does in one box while most other solutions require two. When the incoming stream is coming from a LifeSize 220 endpoint, which has the power to transcode, Video Center performs the live streaming and publishing at one time. The single box can encode 20 HD quality live sessions or 40 SD sessions at a time, according to LifeSize, at about 1/8<sup>th</sup> the price of similar capabilities from the two leading videoconferencing vendors. Playback is possible on Windows, Linux, and Mac computers. In a related announcement, LifeSize is moving to rev 4.6 of its endpoint software. The significant benefit is the addition of forward error correction (FEC), which according to LifeSize, can make up to 5% packet loss disappear.

Conferencing & Collaboration Events	
When & Where	Who & What
May 11, online at 12:00 EDT	<a href="#">Success Factors for Building Distance Ed Programs</a>
28-29 May, Johannesburg, SA	<a href="#">Kathea Partner Conference</a>
14-18 June, Jesi, Italy	<a href="#">IMTC SuperOp! 2010</a>
June 9-11, Las Vegas, NV	<a href="#">Infocomm 2010 and the IMCCA Pavilion</a>
21 June, Berlin, Germany	<a href="#">Wainhouse Research CSP Summit</a>
22-23 June, Berlin, Germany	<a href="#">Wainhouse Research Collaboration Summit</a>
July 20-21, Boston, MA	<a href="#">Wainhouse Research Collaboration Summit</a>
October 3-6, Ft. Lauderdale, FL	<a href="#">VCI-G annual conference</a>
October 12, Boston, MA	<a href="#">Wainhouse Research CSP Summit - North America</a>

## Boston Collaboration Summit Begins to Take Shape

WAINHOUSE RESEARCH  
**COLLABORATION  
 FUTURES  
 SUMMIT 2010**

While our postponed Berlin event is happening in June, we've already begun filling in some details for our Boston Collaboration Summit, scheduled for July 20-21 at the Hyatt Hotel on the Charles River in Cambridge, MA. So far we have speakers presenting on 1) cloud computing, what it is and isn't, and why collaboration users should care; 2) the challenges and benefits of deploying a network of telepresence suits; 3) how one company claims an annual ROI of over 1000% on their UC deployment. If you have an interesting application

of conferencing products or services and would like to speak at the event, contact [andrewwd@wainhouse.com](mailto:andrewwd@wainhouse.com). If you would like to sponsor and exhibit, contact [sfargo@wainhouse.com](mailto:sfargo@wainhouse.com). Stay tuned.

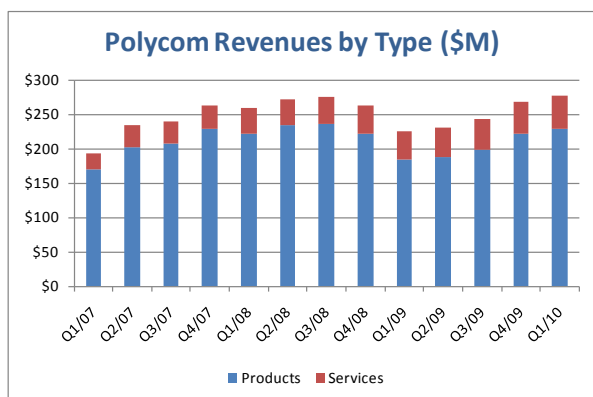
### Boston Collaboration Summit Sponsors



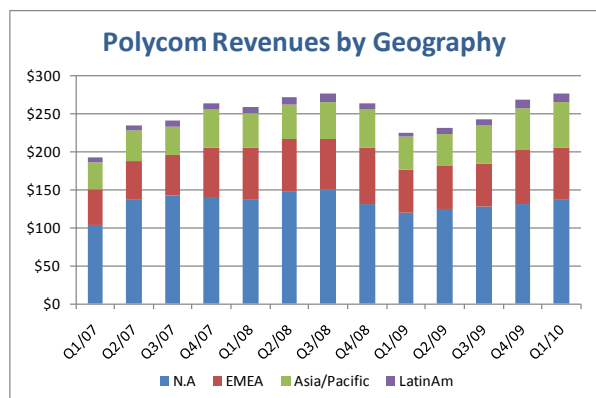
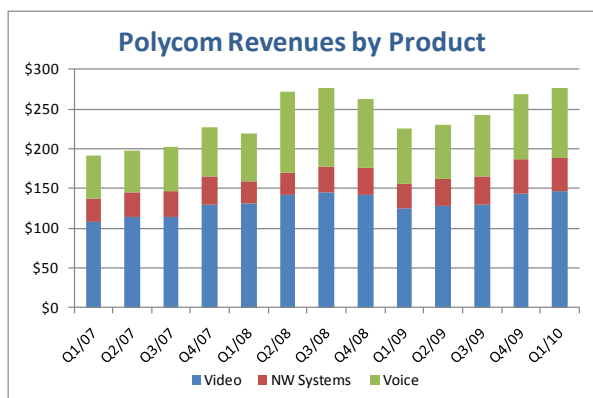
## Dollars & Sense

### Polycom Q1-2010

Polycom reported net revenues of \$276 million, compared to \$225 million in Q1-09. During the quarter, the company launched its support for HiProfile video, an algorithm the company described as the first step towards scalable video coding (SVC).



PLCM	Q1/09	Q4/09	Q1/10	Sequential Growth	Annual Growth
Video	\$124.3	\$143.0	\$146.0	2.1%	17.5%
Network Systems	\$32.1	\$44.0	\$43.0	-2.3%	34.0%
Voice	\$69.0	\$81.0	\$87.0	7.4%	26.1%
<b>Total Rev</b>	<b>\$225.4</b>	<b>\$268.0</b>	<b>\$276.0</b>	<b>3.0%</b>	<b>22.4%</b>
Group Units	16,529	24,011	24,210	0.8%	46.5%
<b>Op Inc.</b>	<b>\$10.8</b>	<b>\$19.4</b>	<b>\$15.3</b>	<b>-21.1%</b>	<b>41.7%</b>
N.A	\$119.4	\$131.5	\$138.1	5.0%	15.6%
EMEA	\$57.6	\$70.4	\$67.6	-4.0%	17.3%
Asia/Pacific	\$42.3	\$55.0	\$58.9	7.0%	39.1%
LatinAm	\$6.1	\$10.8	\$11.6	7.1%	89.7%
Video ASP	\$7.52	\$5.96	\$6.03	1.3%	-19.8%

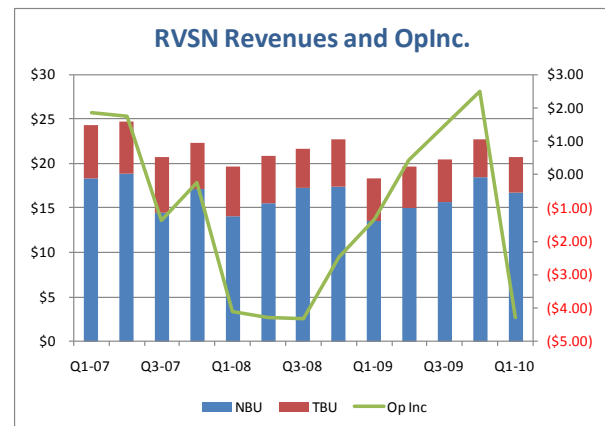
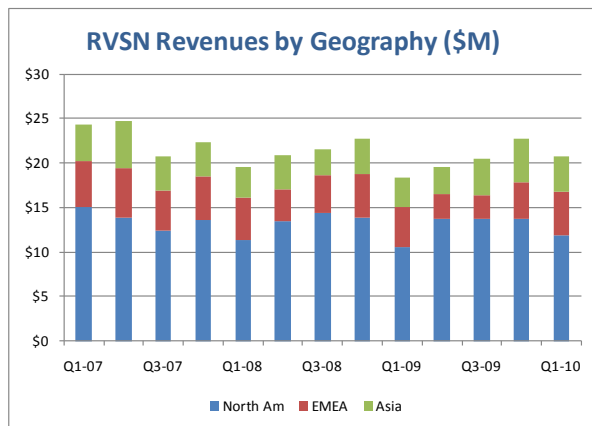


### RADVISION Q1-2010

Radvision reported revenues for Q1-2010 of \$20.8 million, up 13% from a year earlier. The operating loss for the quarter was \$4.3 million, including \$2.8M of one-time expenses related to the Aethra acquisition. Approximately 49% of the company's total sales for the quarter were from Cisco, a customer whose business is in jeopardy since Cisco acquired Tandberg. Also of interest, Radvision's endpoint sales for the quarter "approached" \$1M based on the company's VC240 developed in conjunction with Samsung (shown last June at Infocomm but shipping

RVSN	Q1-09	Q4-09	Q1-10	Sequential Growth	Annual Growth
Products	\$13.6	\$18.4	\$16.8	-9.1%	23.7%
Technology	\$4.8	\$4.3	\$4.0	-6.3%	-16.0%
<b>Total Rev</b>	<b>\$18.3</b>	<b>\$22.7</b>	<b>\$20.8</b>	<b>-8.6%</b>	<b>13.4%</b>
NA	\$10.5	\$13.7	\$11.9	-13.2%	12.8%
EMEA	\$4.4	\$4.1	\$4.8	18.5%	8.3%
Asia	\$3.3	\$4.9	\$4.0	-17.8%	22.2%
<b>Op Inc.</b>	<b>(\$1.36)</b>	<b>\$2.50</b>	<b>(\$4.27)</b>	<b>-270.8%</b>	<b>NA</b>

only recently and in small quantities). Significant sales of endpoints based on the Aethra designs are not likely for another few months.



### Avistar Q1-2010

Avistar reported total revenue of \$14.8M compared to \$2.6 million for the quarter ended March 31, 2009. The increase was primarily due to the license and sale of patents for \$14.0 million which was recognized as revenue in the first quarter of 2010.

### New Publications from Wainhouse Research

Subscription	Document Title & Link	Description
Report For purchase	<a href="#">Rich Media Metrics 2010 Survey: Enterprise Social Networking &amp; Team Workspaces</a>	This analysis is one in a series of WR surveys measuring end user attitudes, preferences, and buying/deployment trends.
Whitepaper Free to all	<a href="#">The CIO's Guide to Videoconferencing Security: Keeping Pace with the DoD</a>	Security guidelines for the DoD and insight for those seeking to deploy a secure visual collaboration environment.

### People & Places

HP, **Jim Fairweather**, VP Worldwide Sales, Halo, UC Business Unit  
 Video Guidance, **Nick DeGrammont**, Sr. Account Manager  
 Cisco/Tandberg, **Stu Gold**, Sr. Director, Americas Marketing  
 Ezenia!, **Rene Rodriguez**, VP Government Systems Business

## Wainhouse Research in Berlin



21 June – [Details](#) or [Register Now](#)

22-23 June – [Details](#) or [Register Now](#)

Come hear some interesting perspectives and question the experts at the Collaboration Summit at the Steigenberger Hotel in Berlin, June 22-23. We've arranged special room rates at this 5-star hotel if you book now. June is a fabulous time to visit one of the world's great cities.

	<p>Chuck Stucki Cisco <i>A new perspective on visual communications &amp; enterprise collaboration</i></p>		<p>Chris Carr Masergy <i>The Future of Networks for Video</i></p>		<p>Andrew Davis Wainhouse Research <i>Where is videoconferencing heading?</i></p>
	<p>Luis Carlos Garza CEMEX <i>From telepresence to the desktop: Key issues</i></p>		<p>Nico Hofman Philips <i>The office is just a state of mind</i></p>		<p>Moshe Machline RADVISION <i>Point-counterpoint: A new perspective on videoconferencing</i></p>
	<p>Dr. Per Einar Weiseth Statoil ASA <i>Conferencing beyond the conference room</i></p>		<p>Alex Eleftheriadis Vidyo <i>Point-counterpoint: A new perspective on videoconferencing</i></p>		<p>Shai Toren Emblaze-VCON <i>Point-counterpoint: A new perspective on videoconferencing</i></p>
	<p>Marc Beattie Wainhouse Research <i>The Transformation of Communication Service Providers</i></p>		<p>Eugene Tcipnjatov Wyde Voice <i>HD isn't just for video anymore</i></p>		<p>Jerry Pompa Compunetix <i>Unified communications and mobile conferencing services</i></p>
	<p>Thomas Pind CEO Futurecom <i>7 reasons your employees don't adopt conferencing and what you can do about it</i></p>		<p>Rich Jenner Avaya <i>Creating a truly collaborative UC environment through inclusivity</i></p>		<p>Stefan Karapetkov Polycom <i>How UC &amp; TP are changing video protocols and interoperability forever</i></p>
	<p>Michael Stiefel Reliable Software <i>Cloud Computing: What Will Be The Impact</i></p>		<p>Andy Nilssen Wainhouse Research <i>Team Workspaces 2.0: Get ready for the next level</i></p>		<p>Tolga Sakman Tandberg <i>The long-awaited video-centric collaboration boom: Why this time it really is different.</i></p>

© 2010 Wainhouse Research 34 Duck Hill, Duxbury, MA 02332 USA Tel +1 617.975.0297

Comments to: [andrewwd@wainhouse.com](mailto:andrewwd@wainhouse.com) PR to: [news@wainhouse.com](mailto:news@wainhouse.com)

Feel free to forward this newsletter to colleagues. Free subscriptions: [www.wainhouse.com/bulletin](http://www.wainhouse.com/bulletin)