



Applied Global Technologies®

Applied Global Technologies  
Managed Services

Case Study • state network



## Challenge

**A critical state government network faced significant budget reductions. However, as its purpose is to provide vital connection between emergency management, medical facilities, government agencies and educational institutions, it needed to find a way to meet the increasing challenges of the post 9/11 world, but at a lower cost. It really seemed impossible.**

After reviewing the needs of its 2,500 active users, this state believed it had to achieve the following:

- Reduce its video conferencing expenses
- Update legacy equipment that was 8–10 years old and limited in functionality
- Improve security for its existing IP data network
- Gain efficiency of current resources
- Obtain ability to add VoIP on its networks in the near future.

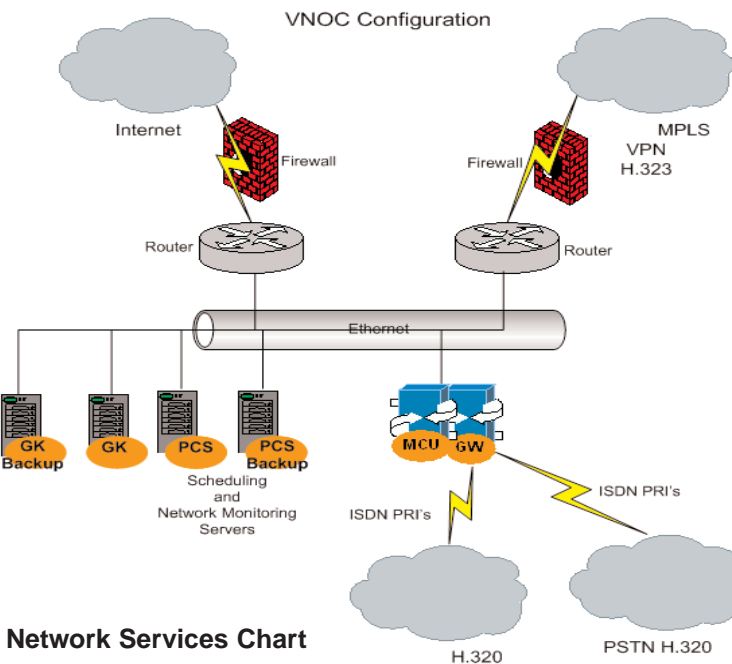
With this set of challenges, the state turned to Applied Global Technologies.

## Solution

Upon review of the state's needs, Applied Global Technologies recommended a managed services solution. AGT's methodology allowed it to draw from its experience and unique software tools to achieve the state's urgent need.

AGT provided the following:

- As the state was utilizing two networks (one for data and one for video), AGT moved to consolidate the two into a single network. The goal was to reduce the expense of paying for unnecessary bandwidth. Thus, reducing cost. This move took the average site from \$2,000 to \$1,000 per month immediately.
- As a result of moving to the single IP network, it opened up a new avenue to the latest features and functionality of H.323 technologies. Streaming and web collaboration were added.
- Created a fully staffed Video Network Operation's Center to provide user-assisted scheduling, help desk support and bridging services.
- AGT provided an online scheduling solution for those end users that wanted to schedule events on their own. The online system and the NOC system work together to ensure that all conferences happen as planned. The AGT NOC is fully redundant with diesel powered generators providing emergency back-up power.



State avoided \$1 million upfront capital expenditure and cut operating expenses in half.

## Result

Today, the state is achieving its goals. AGT handled all of the upfront capital expenditures, saving the state \$1,000,000 from the outset. Instead, the state pays a reasonable monthly fee for the five year term.

The video quality has improved dramatically. The technology is improved and users are finding that they are able to communicate more easily and solve problems more quickly. The network is secure and capable of supporting future VoIP plans.