



CASE STUDY

CARILLION COMMUNICATIONS

Carillion Communications benefits from SIS LIVE IP services

Carillion Communications the UK's leading videoconferencing specialists based in Maidenhead, Berkshire, take advantage of SIS LIVE's cost effective IP and streaming services.

Videoconferencing has long moved beyond the realms of a set-top codec camera, a microphone and a TV located in the corner of a meeting room. Nowadays, when the chairman of a large blue-chip company wants to talk to his or her staff anywhere in the world, they are used to having high definition video and superior audio quality delivered through immersive "telepresence" systems from the likes of Cisco, Polycom and Tandberg.

Carillion Communications have been involved in the application of videoconferencing for over 15 years and in this time have become one of the UK's leading experts in the real world use of this technology. One of their many specialist areas is within the "live event" arena. When a client wants to set up a videoconference

connection in a "live event" whether that be a stand-alone system or integrated into a large audiovisual system, there are many factors to consider. However, one of the most fundamental is the connection to the outside world, as clearly without this the call would simply not take place.

Up until recently, most venues often had one or more ISDN lines installed, which could be used for videoconferencing. However, because of various economic,

technological and commercial factors, ISDN use is rapidly declining and IP (Internet Protocol) is becoming the preferred method of establishing a call today.

One of the principal reasons for the move from ISDN to IP is down to bandwidth. The majority of mainstream videoconference systems still cater for ISDN calling, more often than not these days it is limited to 512K. However, customers demand higher quality video and audio even up to HD





quality, which requires more bandwidth and is where IP really comes into its own.

For Adrian Adams, Project Manager at Carillion Communications, customer networks bring their own challenges. “We are asked to attend many high quality venues, five star hotels and conference centres in London and around the UK,” Adams says. “Most locations used to have ISDN lines that you connect your video conferencing unit straight into; most places we are asked to survey no longer have this facility available. We regularly hear ‘don’t worry we will get some circuits installed, however ISDN circuits can take up to three weeks to be installed and carry a reasonable installation cost which most venues will not pay for.

“Videoconferencing over IP involves a considerable amount of work on the part of the venue. Most do not have enough spare capacity to cater for videoconferencing traffic. And if they do, they have to engage their IT department to reconfigure the network and open ports on their firewall, which unsurprisingly, often isn’t practical. This is where the SIS satellite van service comes in.”

SIS LIVE has developed a fleet of cost effective mobile broadband vehicles that facilitate high quality, guaranteed connectivity from anywhere in Europe. The SIS LIVE vehicles, which are designed specifically for the purpose, bypass any ISDN or IP network problems and deliver high quality video, audio and text services anywhere in the world.

“We use SIS LIVE for our bandwidth provision,” Adams says. “If a company wants to do a videoconference where the managing director or chairman wants to talk to Hong Kong or the US during an external conference, we can provide an end to end solution for the videoconferencing aspect of the live event. If the client is happy, we then park the satellite van outside the venue and connect the video conferencing system straight to the van negating the need to send traffic across the venues network. The van uplinks via satellite to SIS LIVE’s teleport in Milton Keynes and then to anywhere around the world. It is very easy for the venue; they don’t have to worry about anything.”

Adams says SIS LIVE’s connection works with ISDN or IP networks, meaning the connection at the other end – in Hong Kong, for instance – can be either.

“For us, it is about providing a high quality low latency pipe to somewhere else in the world Adams says. “They do a site survey to make sure it is OK for the van. They co-ordinate with us and the venue, and they provide the van with a fully qualified crew, when and where we need it. We are 100% happy with the service they provide us.”