



## Major Government Agency Deploys OnCast to Facilitate Audio Conferencing, Allowing Ranking Members to Conference with Staff Members Instantly from their IP Phones

**Who:** A major U.S. Government agency

**The Problem:** This major U.S. Government agency performs numerous conference calls on a daily basis to allow staff members to collaborate with one another. Ranking members were spending countless hours per week dialing users individually into the conference, wasting time and productivity hours. They needed a way to allow agency members to instantly conference with groups to streamline communications.

**The Solution:** This government organization deployed LiteScape OnCast, dramatically simplifying the process of conferencing groups for collaborative meetings. Now high ranking members and staff can search their unified directories to locate groups and instantly conference with fellow employees in each of their three sites, facilitating collaboration and reducing a process which took minutes to one which now takes only seconds.

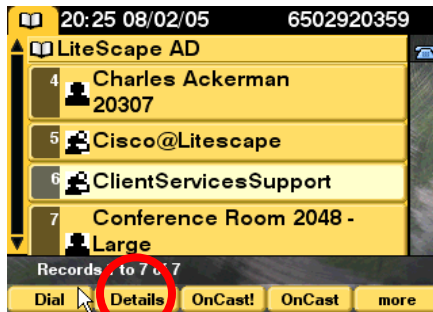
<u>Customer Profile</u>	<u>The Problem</u>	<u>The Solution</u>	<u>The Results</u>
A major U.S. Government agency	This government agency could not efficiently communicate and collaborate within its branches. They needed to efficiently invite members of a group to join a conference call, rather than dial members individually.	LiteScape OnCast helped this government agency utilize their IP telephony infrastructure to instantly conference with groups, maximizing their IT investment and driving productivity.	Now top-ranked officials can instantly conference with groups without wasting countless minutes per call dialing users, which previously delayed crucial government priorities and tasks because of limited technology. OnCast has increased user satisfaction and allowed agency members to instantly communicate with the individuals and groups who matter.

## A Major U.S. Government Agency and OnCast

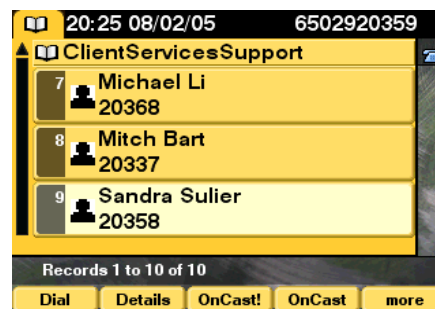
This government organization performs regular conference calls between its high ranking officials and staff members to discuss daily operations and matters of national security. Rather than waste time dialing users individually to join a conference call—a process which can take up to ten minutes or more per call—this agency needed to instantly conference with groups to save precious time and enhance productivity. To simplify the process, they deployed LiteScape OnCast, which in addition to allowing users to instantly conference with groups, bridges the gap between corporate data, collaboration tools, desktop PCs and IP phones to create a seamless communications experience. The power of OnCast lies in its ability to integrate organizations' Cisco Unified Communications Manager with a range of critical business applications including Microsoft Active Directory, Microsoft Outlook/Exchange, IBM Lotus Notes, Salesforce.com, and WebEx.

LiteScape worked with this government agency across multiple sites—including offices in Washington, New York, and Florida—each of which had its own Cisco Call Manager. By leveraging each office's directory server, LiteScape provided unified directory access so agency officials can search their contacts and groups from their IP phones, use OnCast's intelligent search features to locate and highlight their contacts or groups, and instantly dial or place a conference call. OnCast thus reduced a process which took tens of minutes to mere seconds, in addition to reducing costs by leveraging the "meet me" conferencing resources in their Cisco CallManager instead of using a third-party conferencing bridge.

As with most government agencies, to ensure optimum security, OnCast allows users to display group details from their directories in order to determine active members of a conference group. And with LiteScape's Web Administration policy features, this agency can regulate which users can conference with certain groups, ensuring that only the right government officials have access to the information they need to instantly communicate. For optimum flexibility, OnCast allows meeting invitations to remain on an IP phone screen as long as necessary, so that late members can still join a conference call without disrupting critical presentations.



Users can access group details from their directory to see a members list



OnCast displays group members for conference calls

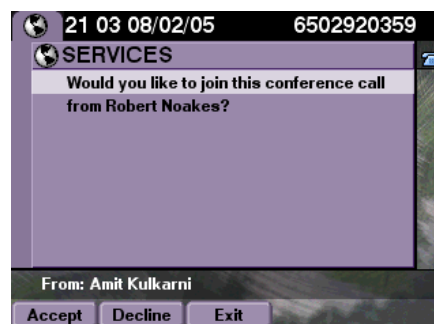
## Instant Communications and Tangible Results

Now this agency's officials can instantly conference and communicate with the groups and contacts within and between sites, all from an elegant user interface on their IP phones which drastically reduces wasted time and streamlines communications. High ranking members can spend their time focused on matters of national importance, while staff members who once wasted time organizing calls can spend time on content rather than dealing with limited technology.

Today, this agency is using conference functionality from their IP phones more than ever, strategically coordinating policy with group members across remote sites and instantaneously responding to critical security matters. Moreover, they have generated thousands of dollars in recovered productivity hours and substantially reduced annual audio conferencing costs.



Search to dial instantly with individuals or groups



Users receive notification to join a conference call, which stays on their IP phone