TrueConf

About the organization

Department of Information Technology & Telecom (DITT), under the Ministry of Information and Communications (MoIC) oversees the development of information and communication technology in Bhutan.

Problem

The legacy communication system could not support large-scale participation and lacked video communication. The varied landscape and difficult geographic terrain of the country imposes barrier to travel. The Government was in need of a stable and reliable video conferencing system for effective communication between ministries, administrative districts and sub-districts of Bhutan accounting for several thousand PC users.

Country:
Kingdom of Bhutan

Field:
Government

Implementation:
2017

Website:
https://www.bhutan.gov.bt

Solution

Department of Information Technology & Telecom sought for an easily scalable unified communications solution, which could provide stable performance across variable bandwidths and be platform agnostic. The system needed to be secured and hosted within the government's network.

The Department explored video conferencing solution supporting on-premises deployment and found TrueConf as viable. The solution can easily be integrated to existing webcam and Polycom devices, and has conference features to support 36 * 36 symmetric group conference, 1 * 36 asymmetric group conference and 6 *250 (maximum of 6 speakers and 244 listeners) role-based conference. With TrueConf Server, government workplaces can easily adapt to bring-your-own-device (BYOD) concept, as employees now can participate in the meetings using their existing laptops. The system provides a full stack of collaboration tools, including instant messaging, file sharing and conference recording.

"TrueConf helps us run effective video meetings. Depending on the meeting's type, we select one of TrueConf's video conferencing modes and communicate without limits. Additionally, thanks to BYOD concept, there isn't much need for purchasing additional video conferencing equipment."

— Jigme Lhendup, ICT Officer, Department of IT and Telecom, MoIC

Results

With TrueConf Server, the Government has established a secure 4K video conferencing system that reduces travel costs, boosts internal management and improves communication and work efficiency while keeping IT budget flat. TrueConf Server is deployed across 20 Dzongkhag administrations, 15 Drungkhag administrations and 205 Gewog administrations with more than 400 user accounts distributed across government agencies.

"TrueConf, a one click solution to video conferencing in Government Network is a very useful service. You only require Government Network connection and any of the device; laptop/desktop with camera facility and smartphone. It's a good initiative of DITT."

— Dolma, ICT Officer, Haa Dzongkhag