



About organization

The Agency for Services and Payments (ASP) is an inter-ministerial government payment agency that contributes to the implementation of European, national and local public policies in France. The ASP acts under the dual control of the Ministry of Agriculture and the Ministry of Labor and is the largest common agricultural policy agency in the EU. The ASP currently employs about 3,000 people and acts on behalf of more than 13 ministries, 80 general councils, a number of regional councils and state agencies.

Challenge



With the COVID-19 outbreak, the ASP faced the urgent need to digitize daily workflows to ensure productive collaboration across numerous France-distributed offices, comply with work-from-home state policies, and prevent the spread of disease among staff members. Previously, the agency leveraged video collaboration solutions powered by Cisco and Poly. However, it became challenging to maintain and scale these video conferencing infrastructures due to the rapidly increasing number of hosted meetings and load.

The ASP started looking for a scalable and reliable UC system that could be deployed locally, allows uniting all distributed offices into a single network, and keeps intra-corporate communications privacy safe. Plus, this solution should integrate seamlessly with existing video conferencing endpoints to justify initial investments and avoid wasting time and money.

Solution

The Agency for Services and Payments decided to implement TrueConf Enterprise, a scalable and powerful unified communications platform that provides flawless in-department collaboration across numerous distributed branches. TrueConf Enterprise allowed the organization to federate multiple TrueConf Server instances and thus create a safe collaborative space for all employees.

TrueConf makes it possible to schedule and run video conferences for up to 1,000 participants at a time and easily manage large-scale events with advanced host controls. The ASP employees can exchange messages in personal and group chats, share content, make presentations, record meetings for future review, control the desktop remotely, and more.

Country:
France

Field:
Finance

Employees:
3,000

Implementation:
2021

Website:
<https://www.asp-public.fr>

With the shared license pool, the company managed to significantly reduce its costs by paying only for the licensing services used by the servers at a given moment. Full backups of key nodes provide a high-level robustness and allow users to stay connected no matter what emergency occurs. The agency has also connected its legacy endpoints to TrueConf-powered video conferencing network via the built-in SIP/H.323 gateway.



“TrueConf allows our company to create a unified workspace and facilitate secure and reliable interdepartmental communications throughout France. We highly appreciate the professional assistance of TrueConf team that has provided continuous support at every stage of the project implementation to meet our company’s requirements and standards for data safety.”

— Gregory Vedovati,
IT department specialist at ASP

Results

TrueConf Enterprise has powered the Agency for Services and Payments to create a unified video conferencing and team collaboration network that enables 3,000+ employees to communicate seamlessly from both offices and home using any convenient devices, as well as participate in conferences from meeting rooms equipped with Cisco and Poly endpoints.

The ASP staff can hold unlimited meetings, swiftly resolve emerging issues, and exchange important information in full compliance with self-isolation policies, which is crucial during the COVID-19 lockdown. TrueConf is also used to conduct onboarding programs for remote employees across the country.

In the near future, the ASP management is planning to equip the organization’s meeting rooms with TrueConf video conferencing endpoints, cameras, and speakerphones to take full advantage of TrueConf-based video conferencing ecosystem. Its architecture

will provide comfortable working conditions for the department and subordinate structures, expand the video conferencing network, and increase the number of subscribers without additional investments in infrastructure.

