

Case Studies





About the organization

Department of Justice and Home Affairs is Zurich state department which plays a vital role in managing law and order administration and promoting safety and security. One of the core tasks of the organization is prosecution and enforcement of sentences and measures. Criminal law represents the biggest branch within the Department. It includes the prosecution of criminal offences committed by minors or adult perpetrators. The department accounts for more than 1800 employees in four offices, three special offices and five services.

Problem

One of the main challenges of the Department has been transportation of the prisoners and witnesses to the court appearances. With significant costs in leasing vehicles, staff overtime and fuel, the department spent a lot of money and time per hearing depending on the location of the court and the inmate transported. Additionally, inmate transportation for court appearances and parole hearings has been a potentially dangerous situation for guards, court personnel, and the inmates.



Solution

To solve these problems, the Department required to deploy a secure video conferencing network to equip prisons and courtrooms with stable video conferencing. One of the top priorities of the organization has been to ensure full data encryption to prevent unauthorized access to sensitive information.

Additionally, the department needed a solution which could operate in private network without Internet connection and automatically record all video sessions for further reference. TrueConf Server has become a perfect on-premises solution for the Department, as it managed to meet their diverse needs.

The Department video conferencing network now operates 45 user accounts. Employees witness that TrueConf Server has proven to be a great choice for government organizations as it provides full integration with Active Directory and is fully compatible with SIP/H.323 devices.

Country:
Switzerland

Field:
Government

Employees:
1800

Implementation:
2017

Website:
<https://ji.zh.ch>



Additionally, there is no need to provide staff trainings and educate employees on how to operate video conferencing system, as TrueConf Server is extremely easy to configure and administer. Department of Justice and Home Affairs equipped existing meeting spaces with Windows PCs with installed TrueConf for Windows application, webcams and speakerphones.



“TrueConf is very easy to install and configure according to the needs of our organization. Seamless integration with Active Directory groups has also been a great asset for us”.

— Giovanni Minasi,
IT System Engineer

Results



With limited resources and judges short on time, Zurich legal professionals and court officials are embracing video conferencing for all stages of the legal process. TrueConf Server has been proven to be an efficient way to increase workload capacity, reduce legal related costs and improve security. With TrueConf, officers are spending less time on inmate security and transport to focus more on their primary job functions, while multiple inmates from multiple locations can be connected without the need for extra holding cells in the courtrooms.

Department of Justice and Home Affairs currently employs video conferencing to meet the following goals:

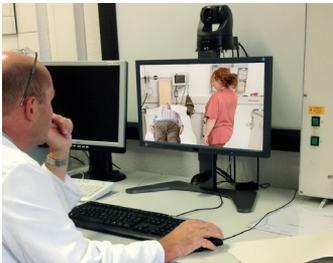
- Run video hearings and proceedings;
- Provide consultations with remote experts;
- Allow remote witness testimony;
- Increase safety and cut travel costs.

TrueConf provides legal professionals with an unlimited amount of options for running video hearings inside and outside the courtroom doors. In future, traditional court proceedings may drastically change with the help of video conferencing technology.



About the organization

ZTM Bad Kissingen is one of the leading telemedicine centers in Germany. The company establishes distance medical systems across Europe. ZTM telemedicine projects are targeted at healthcare organizations, emergency services, assisted-living facilities, and recovery centers. The company generally aims at improving overall life quality for clients.



Problem

Modern medicine struggles with numerous problems, including the gap between research and practice, constantly growing number of patients, and a strong need for skilled labour and specialized equipment. Most health facilities are not quite ready for large migration and refugee flows, emergency medical services and timely psychological support provision. The current refugee crisis has placed enormous pressure on German hospitals, who need new strategies to cope with the sheer number of patients.

Solution

To solve these problems, ZTM created Teleview for Refugees, a new telehealth video conferencing system. The system deployed between Rhön Klinikum and a refugee first-accommodation center is designed to provide emergency assistance to the refugee families and issue medical certification and any other medical documents. Refugee accommodation centers cooperate with remote doctors with diverse backgrounds who share a common language with their patients and easily overcome any cultural barriers.

After the appointment has finished, the doctor issues a medical certification document in German and Arabic. With this document, a patient can have a face-to-face consultation with a doctor in Bad Kissingen hospital for better communication and faster response.

To find the right video conferencing system, ZTM Bad Kissingen tested more than 20 solutions of different video conferencing vendors. However, only TrueConf software met the high data safety and patient confidentiality requirements.

Country:
Germany

Field:
Telemedicine

Implementation:
2016

Website:
<https://ztm-badkissingen.de>



Bad Kissingen refugee center is equipped with mobile video conferencing unit which consists of a flat screen TV and a mini PC with installed TrueConf for Windows application. Logitech Group is used as a preferred equipment for video appointments and is fully compatible with TrueConf solutions. Remote doctors use laptops with installed TrueConf for Windows application for running video sessions with their patients.

At the arranged time, volunteers working in refugee accommodation centers help the patient connect with a remote doctor and follow doctor's commands during the medical check-ups. For a more effective examination, patient's video is broadcast on the large TV screen, which allows doctors to conduct a full examination and never miss a thing.



“TrueConf is easy to use and the quality is very good. In Germany there are high data safety requirements and there are only a few conference solutions left, while TrueConf delivered very good and flexible options”.

— Waldemar Pautov,
ZTM project manager

Results



TrueConf Server has drastically improved the quality and performance of patient care in Rhön Klinikum and provided remote refugees with high quality medical diagnostics and timely treatment.

The TeleView for Refugees project based on TrueConf video conferencing systems was quickly deployed and did not require large financial contributions or legacy video conferencing endpoint installments. In addition, TrueConf solution meets the requirements for sensitive medical data processing, storage and transmission.

ZTM Bad Kissingen project has won several prestigious awards. In 2016, TeleView for Refugees received the German Telemedicine Award by German Telemedicine Association. In 2017 eV DGTelemed awarded the project with KARL STORZ Innovation Prize. The award is given to the organizations which made an outstanding contribution to telemedicine sphere. The telemedicine system is also in top 5 nominees at the DFG-Award in Healthcare in Innovations in Patient Care category.



About the organization

Maccabi Health Services is one of the four Health Maintenance Organizations (HMOs) currently active in Israel. Maccabi Healthcare Services currently has over 2 million members and is considered an influential institution in regards to the Israeli healthcare system. Maccabi members benefit from diverse health services, using expert personnel in all medical and paramedical fields as well as a network of specialized institutes To perform diagnostics and treatments.

Problem

Maccabi wanted to improve quality of service and provide medical help to their customers by creating a perfect solution to track and assist children anytime. Therefore, the company decided to integrate point-to-point video calls to Maccabi for Kids application.



Solution

TrueConf mobile SDK libraries for XCode (iOS) and Android Studio were used. The customer implemented the required functionality in Maccabi for You app (App Store, Google Play). The video quality depends on the mobile CPU used and can reach up to 720p.

Calls are initialized asynchronously. The user sends a request for professional medical advice from the smartphone, which is accepted or rejected in a call-center. Then, the doctor receives the request through the internal information system, which includes a call link to the patient. The doctor makes a video call to the user's phone at a time which suits him.

TrueConf Server is used as VC infrastructure and installed in customer's data center in Tel Aviv.

Country:
Israel

Field:
Telemedicine

Implementation:
2017

Website:
[https:// www.maccabi4u.co.il](https://www.maccabi4u.co.il)



About organization

Founded in 1947, University of Oriente Santiago de Cuba is the largest higher educational institution in Cuba. More than eight thousand students in technical, humanitarian and natural & applied sciences study here. University of Oriente has an extensive network of branches throughout the Santiago de Cuba Province. The university branches operate in 9 municipalities.

Problem

University of Oriente continuously cooperates with foreign academics who actively participate in MA programs and review academic papers, theses and PhD dissertations. The university administration regularly allocated funds to organize foreign business trips for research fellows. In addition, university employees had to make frequent trips to Santiago de Cuba to participate in meetings and general university events.



Solution

To solve this problem, the university administration required an easy-to-administer and easy-to-use video conferencing system. Seeking out a preferable solution, the university administration tested various cloud video conferencing services, including Skype, Hangouts, Webex and GoToMeeting, but none of them met the university's requirements. Most of the solutions had regional restrictions for Cuba, showed poor communication quality and provided limited compatibility with video conferencing equipment.

The university management referred to TrueConf Server, a video conferencing software server. The key factors that drove organization's decision were TrueConf Server financial viability and strong customer focus. After successful testing in the local network, the university administration decided to implement TrueConf Server video conferencing system in the existing university infrastructure.

Country:
Republic of Cuba

Field:
Education

Implementation:
2017

Website:
<https://www.uo.edu.cu/>





The university staff commends high quality of communication, cross-platform capability and competent technical support. TrueConf Server was extremely easy to deploy, while TrueConf accounts were distributed among multiple employees throughout the university branches. Employees use their own PCs or mobile devices with installed TrueConf application to connect to the server and participate in video conferences.



“TrueConf Server is one of the most complete and stable systems that we have deployed here in our network. We have also had great attention from technical support, who have always been able to answer all our questions”.

— Ernesto Eduardo Diaz Conde,
System Administrator at University of Oriente Santiago de Cuba

Results



With TrueConf Server, University of Oriente unites 10 branches and more than 100 employees all over Cuba and abroad. The university administration significantly reduced its costs on foreign business trips, while university employees were given an opportunity to participate in conferences and engage in projects remotely. The management reorganized its staff remote work and established a stable connection with foreign colleagues

Anygraaf

About organization

Anygraaf Oy produces cloud software designed to optimize marketing processes, automate company's interaction with customers, and improve business relationships. With over 20 years of experience and 15,000 clients, a Finnish company provides service and support to various newspapers, magazines, book publishers, and corporate and government agencies. Successful business management in this sphere would not be possible without efficient technology enhancements to ensure mobility, responsiveness, contemporary appeal, and cost effectiveness.

Problem

Anygraaf Oy operates a number of branches in Sweden, the U.S., the Netherlands, Central and South America. One of company's biggest challenges has been providing communication among distant business units and cutting travel expenses. Anygraaf Oy employees were required to travel between several business branches to discuss and resolve working issues. At the same time, the company wanted to save its investments and decrease travel expenses. As a successful publishing business involved in multiple daily partner meetings, Anygraaf Oy needed a high-quality Unified Communications and collaboration platform, which would become an indispensable assistant for important business discussions and would be easy to implement.



Solution

By acquiring TrueConf Server, Anygraaf Oy has finally found a balanced solution to meet diverse needs of the company. TrueConf Server established itself as a perfect video conferencing system operating well even in unstable Internet connection. Now Anygraaf Oy successfully conducts weekly meetings among offices in Finland, Sweden and the USA, as well as daily conversations with colleagues. With TrueConf Server collaboration tools, users can be involved in ideation process right on their work place by showing slides or desktop, chatting with their colleagues or share files.

Country:
Finland

Field:
Publishing systems

Employees:
over 50

Implementation:
2013

Website:
www.anygraaf.fi

Results

The managers of the company attest that their video conferencing routine has critically changed since they joined TrueConf. Before choosing TrueConf product, the company tested several video conferencing solutions to optimize its business processes, but neither of them managed to satisfy the employees. TrueConf Server has become a perfect choice for Anygraaf Oy and helped the company's employees save their time by participating in meetings and communicating with clients electronically on laptop, tablet or phone. A new video conferencing system by TrueConf managed to cut travel costs and critically improve Anygraaf Oy's workflow. By connecting people all over the world, Anygraaf Oy enhances its business processes and improves communication experience.



“TrueConf Server efficiently fulfills Anygraaf’s needs for remote branch and partner meetings. The solution is easy to setup and manage, and it works great not only on PCs, but also on Android and iOS mobile devices. What we like most is TrueConf unrivalled video conferencing quality, which remains stable even over slower networks.”

— Johan Lillsunde,
System Specialist



About the organization

BANPARÁ (Bank of the State of Pará) is a bank founded in the Brazilian state of Pará. BANPARÁ has 104 branches and 32 banking service stations distributed throughout the state of Pará.



Problem

Provide point-to-point video communications from a meeting room of a new digital branches of the bank. Provide white-labelled solution. Support video call start and end through USB speakerphone's pick up and hang up buttons.

Solution

A PC with TrueConf Terminal application, connected to a TV with a USB Jabra speakerphone. There's no interface in the app. In idle mode app displays Ads. Control is done via an additional software which interprets USB speakerphone buttons into TrueConf Terminal API HTTP requests. Video quality could be up to 1080p@30fps.

The queue is implemented on TrueConf Server side, which is used as VC infrastructure in the customer's data center. All operators are located in a separate group, any call to this group is redirected to random available operator. The server is also record all video calls.

Local system integrator company Voxel Digital executed the project.

Country:
Brazil

Field:
Banking

Implementation:
2016

Website:
<https://www.banpara.b.br>



About the organization

TOSAN Techno is the leader and the largest suppliers of banking and payment solutions for Iranian banks and payment companies. TOSAN Techno supplies EFT-POS terminal equipment, payment switch, software applications including payment applications, TMS system, and acquiring management systems. TOSAN Techno banking solutions includes ATM machines, ATM Recycler machines, VTM machines, Cash In machines, Cashless machines and related applications, ATM monitoring system.



Problem

Replace the Vidyo embedded solution and provide point-to-point video conferencing at new generation of the self-service ATMs (VTM), as well as to ensure high communication quality over poor and mobile channels. Cloud solutions don't fit due to a high security requirements.



Solution

TrueConf Terminal application is installed on ATM's Windows-based PC alongside other bank-specific software. Terminal app follows the commands from the HTML5 and JavaScript-based on-screen interface. Only point-to-point calls were implemented, the video quality could reach 1080p@30fps and dynamically varies depending on connection conditions, thanks to TrueConf's SVC support. Operator is called when user click the button on the screen and ends in the same way.

More than one hundred VTMs in 15 different banks in Iran were deployed since December 2016. Each Bank deploys it's own copy of TrueConf Server software for VC infrastructure. All operators are located in a dedicated group, any call to this group is redirected to random available operator. The operators use TrueConf for Windows application.

Country:
Iran

Field:
Banking

Implementation:
2017

Website:
<http://www.tosantechno.com>



About the organization

Bahrain Islamic Bank (BisB) was established in 1979 as the first Islamic commercial bank in the Kingdom of Bahrain. The authorized capital is BD 100 million and paid up capital is BD 93.967 million.

Problem

Provide a way to communicate with an operator via video call from individual air-conditioned digital branch with 24/7 ATM.



Solution

a PC with TrueConf Terminal application installed on it, touch screen and a wired handset, connected via the 3.5 mm jack. The HTML5-based interface is implemented by the customer. Control is done via TrueConf Terminal API over HTTP through WebSockets. Point-to-point calls are supported, the call quality (maximum 1080p30fps) varies with connection conditions. The call starts when you click the button on the screen and ends in the same way.

The queue is implemented on TrueConf Server, which is used as VC infrastructure in the customer's data center. All operators are located in a separate users group, any call to this group is redirected to random available operator. The server is recording video calls as well.

The kiosk is connected via 4G and has 24/7 service. Two of such digital offices were equipped with it in 2016.

Country:
Kingdom of Bahrain

Field:
Banking

Implementation:
2017

Website:
<https://www.bisb.com>





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

www.trueconf.com

+1 (833) 878-32-63