



The Cisco Manufacturing Mobile Video Collaboration Solution with Librestream

The Value of the Manufacturing Mobile Video Collaboration Solution to Manufacturers

Increasingly globalized production and supply chain operations, time-to-market pressure, and the need to provide high levels of service and support for customers worldwide are driving manufacturing companies to find new ways to collaborate and better utilize their best assets—the knowledge and expertise of their employees and partners.

Extending access to these valuable resources is critical to optimizing manufacturing processes and improving responsiveness across all aspects of a manufacturing business. The Cisco® Manufacturing Mobile Video Collaboration (MMVC) solution integrates mobile video capabilities with Cisco Unified Communications applications, so manufacturers can quickly and effectively harness the collective expertise of employees across business functions, locations, and company boundaries.

The Challenge of Collaborating Across a Global Manufacturing Ecosystem

As operations and business partners become more globally distributed, and the pace of business from design to production to service accelerates, it is becoming increasingly difficult for manufacturing organizations to have the necessary expertise locally available to solve problems or collaborate on a new product design.

These challenges occur across manufacturing functions—from product design to operations and customer service. New manufacturing plants often don't have experts with years of experience managing processes and equipment. Resources to address quality issues across a global supply chain are limited, customer

service representatives have a difficult time building and accessing expertise necessary to support an increasing number of complex products, and product development teams are distributed around the world and often located far away from the plants and suppliers that build the products they design.

Recent studies have detailed some of these challenges:¹

- 63 percent of manufacturers indicated that they could save an hour or more of problem-resolution time if they could find experts.
- 72 percent of manufacturers could reduce travel in product development with improved video and web collaboration.
- 84 percent of manufacturers said rapid problem resolution for customer service issues would be a major customer satisfaction improvement.

The Cisco Manufacturing Mobile Video Collaboration Solution with Librestream

The MMVC solution combines mobile video collaboration with the ability to quickly locate available experts; communicate across multiple locations, devices, and companies; and rapidly pull multiple parties into a collaborative session to share expertise and resolve problems.

The solution integrates Cisco Unified Wireless Network and Unified Communications technologies with Librestream's Onsite Expert solution. Key components include:

Librestream Onsite Expert solution consisting of hardened wireless video cameras and the Onsite Expert application for voice, video, and data sharing between remote employees.

Cisco Unified Wireless Network—The Librestream solution runs on the Cisco Unified Wireless Network, a scalable, manageable, and secure enterprise-class WLAN architecture that provides the performance needed for demanding video applications, such as Onsite.

Cisco WebEx™ integrated with Onsite Expert provides immediate, secure conferencing for Onsite collaboration sessions. Users can initiate conferences with one click and take advantage of audio, video, and desktop sharing to extend access to the Onsite session.

Cisco TelePresence™ real-time conferencing replicates the power of a face-to-face meeting. Remote video collaboration sessions can be brought into TelePresence sessions so that employees and partners may communicate with each other as naturally as though they were at the same table, from any location in the world.

Cisco Unified Communications extend access to the Onsite video cameras by enabling them to interoperate with a range of Cisco endpoints. With Cisco Unified Communications Manager, the Onsite cameras and application can be integrated easily with existing infrastructure. And Presence capabilities on the Onsite devices and application allow users to quickly locate and communicate with available experts.

With Unified Communications and Onsite Expert, manufacturers can integrate the MMVC solution into their existing communications infrastructure and enable mobile video-based collaboration using phones, personal communication software, Cisco WebEx, and Cisco TelePresence.

1. Unified Communications Delivers Global Benefits, September 2007, Forrester Consulting

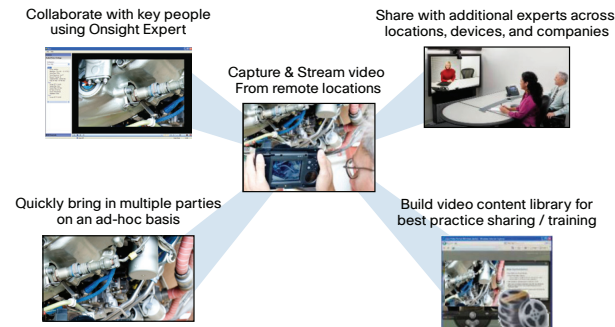
Benefits of the Manufacturing Mobile Video Collaboration Solution:

The solution allows manufacturers to quickly and effectively locate, access, and collaborate with experts regardless of location or function, including across companies. This empowers manufacturers to:

- Reduce plant downtime and improve worker productivity by quickly responding to issues on the plant floor.
- Provide more effective customer service and meet higher service-level agreements through increased access to expertise for customers and field service personnel.
- Accelerate time to market with effective collaboration between engineering, manufacturing, and suppliers during prototype and initial production runs.
- Improve supplier quality and delivery by increasing supplier monitoring and video collaboration to resolve supplier issues.

Manufacturers can achieve all these benefits while cutting costs by reducing travel and the amount of time spent locating and accessing remote experts.

Figure 1. Live Video Collaboration for Remote Expert Troubleshooting and Support



Cisco Smart+Connected Manufacturing

Cisco provides comprehensive, highly secure networking solutions for manufacturers, working with an array of dedicated partners that deliver a broad portfolio of industry-specific solutions to take operations to the next level of efficiency. When combined with world-class service, network management, and support, Cisco solutions support the transformation of manufacturing operations into innovative, empowered, intelligent, and responsive environments.

Why Cisco?

Today's manufacturers require a streamlined organization that effectively shares information among globally dispersed offices and facilities. With the Cisco Manufacturing Mobile Video Collaboration solution with Librestream, the network becomes the platform for process innovation and more responsive manufacturing.

By adopting this powerful solution, manufacturers can transform business processes, streamline worldwide operations, and create long-term competitive advantage. To learn more about the Cisco Manufacturing Mobile Video Collaboration solution, along with all Smart+Connected Manufacturing solutions, visit: <http://www.cisco.com/go/manufacturing>