New Dimension of Communication

ITSV GmbH supports business processes for social insurance agencies with Cisco TelePresence® solution

> "In addition to the high image and voice quality, we liked the ease of use and the scalability of the Cisco system."
>
> **Karl Grubmiller, Telecommunications Architect, ITSV GmbH**

Increasing demands on social security agencies and the rapid development of new technologies means things don't stand still. Cooperation between agencies has to progress continuously to optimize business processes and increase efficiency. With Cisco, the journey becomes shorter.

Challenges

- Implement infrastructure for video conferencing
- Ensure easy operability with high functionality and quality

IT-Services der Sozialversicherung GmbH (ITSV GmbH) was founded as a 100 percent subsidiary of the Austrian Social Security agency. In 2014 it decided to implement its own infrastructure for videoconferencing and offer this as a central service. In addition to the high image and voice quality, the deciding factor in favor of the Cisco solution was its ease of use and scalability. This was particularly evident in comparison with systems offered by other vendors.

Now, it's very easy to establish a connection or to initiate a conference using the TelePresence Management System web portal. Even the upgrading of video endpoints works largely automatically.

Case Study | ITSV GmbH

| Size: 600 employees | Location: Austria | Industry: IT services |

![Cisco logo]

Cisco provided a comprehensive solution, enabling ITSV GmbH to introduce a central videoconferencing service for Austrian Social Security.

Solution	• Cisco TelePresence for simple, effective video collaboration

IT services for social security agencies

ITSV GmbH employs over 600 staff. In recent years, the different IT systems for social security were harmonized and data centers merged. Advanced software solutions were developed. The ITSV plan with 32 standard products was successfully completed and a call center with 24 hotlines was established.

Own infrastructure for videoconferencing

In order to facilitate cooperation within the Austrian social security system and further optimize business processes, ITSV GmbH created its own central videoconferencing infrastructure. For this, a solution was sought that was state-of-the-art, simple to use, and especially easy to scale. The Cisco videoconferencing system met all these requirements.
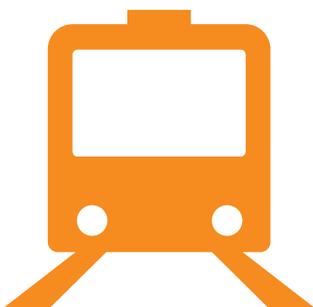
Approximately **520** business trips less per year.

Results	• Faster coordination • Increased productivity by eliminating travel • Less expense • Greater employee satisfaction through better work-life balance

High acceptance among users

Advantages include support for multipoint conferencing and features such as touch panels and a built-in phone directory. Rich system functionality along with excellent voice and image quality contribute to a high level of acceptance among users. Because the system is largely self-explanatory and thus allows easy handling by the users, they have no inhibitions about using it.

Integration with other conferencing systems

A special requirement for the new system was to integrate external conferencing systems with H323/SIP into the central components of the Austria-wide videoconferencing service. The design also included integration of Cisco Unified Communication Server and Lync 2013. This approach allows users to dial into a conference using mobile devices and corresponding apps, or to join using audio and video with Lync 2013.

Positive effects and cost savings

The introduction of a central videoconferencing service for the Austrian Social Security agencies has proven its value within a very short time. The solution is on track to pay for itself inside the first year. Communication has improved between customers and country-wide ITSV sites. And people don't have to travel so much, resulting in costs savings and a better work-life balance.

Further expansion planned

High customer acceptance has validated the decision to develop and implement videoconferencing. Further long-term goals include extending and optimizing the service, making it an integral part of meetings.

Products & Services

Collaboration
- Cisco MCU 5320 Multipoint Control Unit
- Cisco TelePresence Video Communication Server Expressway
- Cisco TelePresence Video Communication Server Control
- Cisco TMS Telepresence Management Suite
- Cisco TelePresence Conductor
- Lync 2013 Interop / CUCM-SIP-Trunk

For More Information

To learn more about Cisco TelePresence solutions, visit:
www.cisco.com/c/en/us/products/conferencing/video-conferencing/index.html.

To learn more about ITSV GmbH, visit: www.itsv.at.

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