



The Best Managed Conferencing Services Providers of the calendar year 2009

This News Summary covers news for the week to 15 February 2010 and is published on Wednesday 17 February 2010. The next News Summary will be published on 24 February 2010.

This week we select the seven Best Managed Conferencing Services Providers on the basis of their improved offering of managed Telepresence and Videoconferencing services in 2009.

Although the use of Telepresence systems grew rapidly in 2009, the majority of video-enabled endpoints are still High-Definition (HD) and Standard-Definition (SD) videoconferencing endpoints. So one of the challenges MCS providers faced in 2009 was to enable a customer to use a mixture of these endpoints in a video meeting. Other challenges were to run Telepresence over different linked carrier networks and to offer interoperability between Telepresence systems of different vendors.

The seven companies chosen by the Editor as one of "The Best Managed Conferencing Services Providers of the calendar year 2009" are:

1. [Aethra.net \(Italy\)](#)
2. [BCS Global \(Canada\)](#)
3. [Glowpoint \(United States\)](#)
4. [IVCi \(United States\)](#)
5. [mvision \(UK\)](#)
6. [Talk and Vision \(The Netherlands\)](#)
7. [Tata Communications \(India\)](#)

15 February 2010. This week we select the seven Best Managed Conferencing Services Providers on the basis of their improved offering of managed Telepresence and Videoconferencing services in 2009.

Each company or organization selects a Managed Conferencing Service Provider that satisfies its own specific requirement. One glove cannot fit all different sizes of hand. Our philosophy is that the customer must detail how it expects to use the service and then select one or perhaps more than one service provider to meet these needs. Cost is a consideration but probably not the most important.

Many large multinational companies will require a provider with global reach who provides guaranteed QOS mainly using its own global telecoms network. A medium-size business may place more emphasis on automated call set up for its busy managers. A small business may prefer to use video as an adjunct to audio or web conferencing. A marketing organization may decide its principal requirement is for assistance in setting up and streaming web casts to hundreds or even thousands of recipients.

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We focus on what the customers need from a managed service provider- automated call set up and monitoring the successful operation of videoconferences. We also look at the capability to handle point-to-point and multipoint Telepresence calls.

We recognize customers like a provider with HQ or at least an office located in the same country, even though the provider can be located anywhere in the world and give the same service remotely. So the need to provide a wide geographical spread of providers has influenced our choice.

The Editor takes the side of the user and looks for innovation, reliability, ease of use and price-performance. The provider must offer a global service and 24/7 support. We only look at their offering of services for Telepresence and videoconferencing; their offering of audio and web conferencing is not considered. We look for satisfied customers, excellent service and recognition by others in the form of Awards or certification.

For the record, last year, our Editor's choice awards in vendor alphabetical order for the 5 Best Managed Conferencing Services Providers of 2008 went to:

1. BCS Global
2. BT Conferencing
3. Glowpoint
4. Intercall
5. IVCi.

Profiles describing the Managed Conferencing Services offered by these seven companies:

1. Aethra.net is chosen as one of "The Best Managed Conferencing Services Providers of the year 2009"; Aethra.net offers Meetin automated services to connect videoconferencing systems anywhere in the world



15 February 2010. Aethra.net is a new Italian company providing Meetin managed conferencing services that opened for business on 1 December 2009. Since Aethra.net took over the business of the former Aethra managed conferencing services business unit with 20 years' experience in multi-site audio, web and video conferencing services, the company qualifies for the year 2009 Awards.

Aethra.net is one of the most innovative of conferencing service providers in Europe with a very impressive list of satisfied customers. It now has independent leadership and a bright and exciting web site in Italian and English. Luigi Astorri, Managing Director of the new company owns a quota of shares together with Corrado Mazzocato, the VP of Marketing. Aethra.net divides its Meetin services into the following areas: audio, web, video, web TV, Meetin managed, Meetin Mobile Video, Meetin events.

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MEETIN MANAGED is the best of Aethra.net's video services - custom-made for each customer for a monthly fee. MeetIn Managed allows you to hold video conferencing meetings without having to move from your office or desk, while giving you and other participants the ability to share your PC documents, presentations and applications. It is not necessary to have a complex private network infrastructure; all you need is an adequate internet connection from a PC or professional videoconferencing systems, or even a 3G-UMTS cell phones to have access to this service.

There are three formulas to choose from to connect your terminal (1-SD; 2-SD with Dual Video and XGA; 3-HD with Dual Video and XGA), and then later on you can switch to another formula when your needs change. Registering call-in numbers on the Aethra.net gatekeeper allows users to fix connection problems due to NAT and Firewall use.

Aethra.net's Service Center offers remote management of all the technical aspects of running a video conference, so that participants can focus exclusively on their meeting goals. You can use your own equipment or rent them from Aethra.net. You can use your company network connection or request it from Aethra. With MEETIN VIDEO you can use a virtual meeting room with the most advanced video communications systems offered by Aethra to hold a multipoint meeting. It is possible to participate in a meeting from your PC with a webcam or from a 3G cell phone, as well as participating in audio-only mode. The MeetIn video service is available 24/7. You can independently manage a videoconference or request assistance from their highly trained operators who can assist you during the various phases of access, monitor the progress of the meeting, introduce the participants upon request, start work sessions, and provide online assistance as well as provide a number of optional services.

With the Automatic MEETIN VIDEO service you have total autonomy in controlling the access and managing the multipoint connection. But you can always request technical assistance or contact our help desk service during office hours. If you request videoconferencing assistance, an Aethra.net operator can organize and manage the conference in the following modes: (1) Dial In, the operator receives the participants' calls; (2) Dial Out, the operator calls the participants and connects them to the conference; or (3) Mixed - connection to the conference is done in both ways (in and out).

Meetin Video for up to seven participants can be automated with advance reservation. Meetin Video can include up to 51 participants with advanced booking when supported by an operator. With MEETIN EVENT, Aethra.net will provide the video services needed for a convention, a seminar, a conference or a plain informal meeting. Leave the whole event organization up to Aethra.net, from the equipment rental and installation, the room setup and management to the actual production and assistance: their skilled staff will take care of the event. Furthermore, a recording of the event with its content can be made available through their MeetIn Web TV service.

Aethra.net has a very impressive, long list of satisfied customers. That is another reason why Aethra.net is chosen as one of "The Best Managed Conferencing Services Providers of the year 2009".

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2. BCS Global is chosen as one of "The Best Managed Conferencing Services Providers of the year 2009"; the BCS Global Video Exchange offers automated services to connect videoconferencing systems anywhere in the world



15 February 2010. BCS Global is a dynamic young company with a mission to make visual communications available on every desktop and boardroom with their Virtual Presence suite of managed conferencing services.

BCS Global believes that video conferencing should be so easy to use and reliable that it becomes a part of your everyday business life - from standard desktop applications to boardroom and high-end Telepresence systems.

That is why the company developed three types of managed services to support organizations that are already using video, or those looking to deploy video for the first time. Virtual Presence Service, Virtual Rooms and Virtual Telepresence.

The BCS Global Virtual Presence service is used by some of the biggest organizations in the world. It is also suitable for small to large enterprises. Virtual Presence provides customers with a fully managed service down to your video endpoint to ensure you get the highest quality video performance at all times. Virtual Presence is backed by teams of video experts and 24/7 support; outsourcing can reduce your spend on internal conferencing support staff and your own conferencing management systems.

Virtual Presence service customers get access to the BCS Global Video Exchange and the state of the art video bridges and infrastructure which are maintained and monitored, ensuring business continuity at all times. The service includes pro-active monitoring and management of your video endpoints to avoid issues with your video delivery. Managing any software revisions for your endpoints is included. The service is based on a fixed monthly rate.

BCS Global clients can use the fully-automated videoconferencing service without any human intervention for "reservation-less conferencing". For customers who need it, BCS Global also has Concierge services, which offers the client an "Inflight Attendant". With this "White Glove" service every call is scheduled, launched and monitored by the Inflight Attendant.

Virtual Rooms is a video meeting space that can be used exclusively for your organization, as often as you want, any time that you need. As a flexible bridging service, BCS Global will configure your Virtual Room based on your business requirements - whether you need to access your Virtual Room on private IP, ISDN, public internet or audio. Virtual Rooms is a unique self-launch "on-demand" service. You don't need to make reservations or to schedule your conferences ahead of time. You can dial into your own multi-point conference instantly.

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With Virtual Rooms you can: Reduce unnecessary business travels; help meet your organization's green objectives; Bridge the distance between colleagues and customers in worldwide locations and build stronger relationships; Hold more productive meetings face-to-face.

The Virtual Telepresence service includes: 24/7 customer support from a team of video experts located around the world; all the network monitoring and back-end support needed to ensure your Telepresence meetings run smoothly at all times; connection to the BCS Global Video Exchange to ensure a reliable high quality video experience; and if required, remote call launching and call monitoring facilities throughout your meetings.

BCS Global offers a managed Virtual Telepresence service to ensure that Participants in a Telepresence environment get a consistently high level of service and experience. Given the significant investment in Telepresence systems, the service element becomes even more important.

In March, BCS Global said it was using AppCritical to monitor the network paths used by the Virtual Presence service as video traffic moves across complex, multi-party networks. This insight enables BCS Global to proactively locate, analyze and address network performance issues before they impact customers, ensuring the best video experience.

BCS Global signed up important new customers throughout 2009. That is another reason why BCS Global is chosen as one of "The Best Managed Conferencing Services Providers of the year 2009". It won the same award for 2008 and 2007.



3. Glowpoint is chosen as one of "The Best Managed Conferencing Services Providers of the year 2009"; Glowpoint can interconnect Telepresence and videoconferencing systems of all vendors wherever located worldwide



15 February 2010. Glowpoint is the most innovative of conferencing service providers; the Glowpoint Telepresence Exchange Network (TEN) was created in 2008 by this specialist niche provider. Glowpoint divides the company's managed services into three areas: Video network Operations Centre (VNOC) services, B2B Exchange and Network Services and Multipoint Conferencing Services

Glowpoint's VNOC services support more than 140 Telepresence video locations, as well as thousands of HD and SD videoconferencing rooms. Its customers use Glowpoint VNOC to serve as an extension of their in-house resources.

Glowpoint's VNOC services offer a complete solution for the end-to-end management of Telepresence and video conferencing environments. Glowpoint's VNOC service is available through two offerings – Premier and Select – which cater to the specific needs, and environment, of your business.

Customers who purchase a Polycom, Tandberg, Cisco, Lifesize, or Sony Telepresence or HD video solution can take advantage of the Glowpoint VNOC solution – regardless of their choice of network. Customers choosing to peer their network may interconnect with Glowpoint's Telepresence inter-Exchange Network (TEN) and enjoy the necessary bandwidth to handle business-to-business (B2B) Telepresence and HD video calls.

A typical Telepresence room requires 6 megabits per second (mbps) per video device, of which there are typically two or three devices per room. Therefore, the total bandwidth per Telepresence room can be at least 18 mbps. Multi-point calls (bridging calls) require more bandwidth, often as much as a DS-3 (45 mbps), to support one session.

B2B Exchange and Network Services are provided by Glowpoint's Telepresence Interexchange Network (TEN) service. TEN enables video users to communicate with each other – regardless of the network or technology being used. TEN leverages high-quality bandwidth through multiple networks and carriers around the world, and it overcomes individual enterprise security protocols to connect businesses in a seamless fashion.

TEN enables customers to better collaborate with customers, partners, suppliers, or other communities of interest outside the company. TEN simplifies the process and makes B2B communications a reality. TEN customers receive high-quality, QOS video connectivity and secure B2B calling capabilities.

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TEN now includes more than 650 businesses and more than 6,200 rooms - both Telepresence and SD and HD videoconferencing rooms - in its global community. The TEN Directory is the world's premier B2B video directory, offering exclusive access for members to easily contact each other over video. It's like the world's first "yellow pages" for Telepresence and video conferencing users. For more information e-mail: contactme@glowpoint.com.

Using TEN, Glowpoint offers links with more than 750 Public Rooms through alliances with Tata Communications (Cisco public Telepresence suites) and Affinity VideoNet global conferencing suites. Glowpoint offers reservation-less, unattended HD videoconferencing capabilities and a fully-managed, scheduled "white-glove" service. Customers can schedule their calls, 24/7, from Glowpoint's Unified Conferencing Portal, or via telephone, email, or fax. When Glowpoint manages your conference, it will be successful.

Glowpoint customers can utilize its Multi-point Control Units (bridges) to facilitate video conference meetings with more than two locations. Glowpoint has the ability to support both ISDN and IP and enough capacity to support more than 500 participating locations – at one time.

In October, Glowpoint launched a new interoperability service called "interoperability as a service" (IaaS). For example Glowpoint conducted a call for a customer that wanted to connect Cisco Telepresence with Polycom Telepresence and a Tandberg HD VC system, from locations in different continents on disparate IP networks. Glowpoint achieved this by using Glowpoint's TEN B2B exchange, combined with its IaaS service, managed by an experienced VNOC service team."

In November, Glowpoint added ScheduleSync which integrates with Microsoft Exchange to its customer web portal for scheduling video meetings. In December, Glowpoint unveiled an automated diagnostic application called Video Room Sweep ("VRS").

Glowpoint signed up important new customers throughout 2009. That is another reason why Glowpoint is chosen as one of "The Best Managed Conferencing Services Providers of the year 2009". It won the same award for 2008 and 2007.



4. IVCi is chosen as one of "The Best Managed Conferencing Services Providers of the year 2009"; IVCi's Managed Service enables your Telepresence and video conferencing to be outsourced and managed by IVCi.



15 February 2010. IVCi, LLC based in Hauppauge, New York is a leading U.S. integrator of Telepresence and High-Definition video conferencing solutions, audio visual systems, and managed conferencing services. IVCi was awarded TANDBERG's Managed Services Provider of the Year - North America Award in 2008. IVCi offers Streaming Video solutions, Audio Conferencing and Web Conferencing as well as Videoconferencing and Telepresence.

IVCi's IntelliNet Managed Services enables your Telepresence and video conferencing solution to be completely outsourced and managed by IVCi. There is no capital expense relating to either the video conferencing service or infrastructure costs. This is ideal for customers wishing to take advantage of IVCi's reliable, secure, high performance, and fully managed IP video conferencing network. IVCi provides clients with one point of contact for video conferencing sales, installation, service, management and support.

IVCi customers also get the advantage of using video conferencing gatekeepers, gateways, multi-point bridging, scheduling systems, video management systems and network management systems without the capital costs associated with owning and implementing these products. IVCi manages all aspects of the Video conferencing application with little-to-no effort from the customer. All point to point video conferencing is at a fixed price for unlimited usage. For multi-point video calls, customer can choose the monthly plan that fits their needs or fix their costs with unlimited bridging. All ISDN gateway calls are charged to the customer on a per minute basis.

With IVCi's Managed Hosted Services, the customer purchases (or leases) the video conferencing infrastructure items (e.g. multi-point control units and/or gateways). The product is hosted at IVCi's world-class, secure hosting center with the option of connection via the IntelliNet IP conferencing network, the public Internet or your own company network. IVCi is very strong in Telepresence applications. In March 2009, IVCi achieved the designation of Certified Managed Service Provider for TANDBERG Total Service. IVCi also achieved Cisco TelePresence Authorized Technology Provider (ATP) status from Cisco® in 2009. This recognized IVCi as having fulfilled the training requirements and program prerequisites to sell, deploy, and support Cisco TelePresence.

Later in 2009, IVCi formed a Custom Telepresence Solutions (CTS) division. The CTS division was developed because many of our customers have special requirements, yet Telepresence systems have traditionally been one-size-fits-all. This department provides custom-designed Telepresence rooms utilizing TANDBERG'S T1 and T3, Polycom's TPX, and Cisco's TelePresence family of products. The CTS division conducts detailed needs assessments, designs custom solutions, builds the solution, and provides ongoing service and support. IVCi is a well established conferencing services provider and its services were further improved in 2009. That is why IVCi is chosen as one of "The Best Managed Conferencing Services Providers of the year 2009". It won the same award for 2008.

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5. mvision is chosen as one of "The Best Managed Conferencing Services Providers of the year 2009"; mvision is a Certified Managed Service Provider for TANDBERG Total Service



15 February 2010. mvision a UK video conferencing network and managed service provider, was awarded TANDBERG's 2008 EMEA Managed Video Services Provider of the Year award in September 2008. mvision was also the world's first TANDBERG Centre of Excellence and the full product range is on-hand for visitors to trial at its central London showrooms.

In July 2009, mvision achieved the designation of Certified Managed Service Provider for TANDBERG Total Service. This was a formal recognition of mvision's complete video solution: Telepresence systems, dedicated Telepresence network and a host of fully managed or hosted global services, all from its Video Network Operation Centers (VNOC). TANDBERG's Certification guarantees customers IP and ISDN gateway services, universal bridging, event recording and streaming, and ad hoc VNOC services.

As a managed service provider, mvision includes the provision of concierge services, web and telephone reservations, continuous help desk support, and proactive testing and monitoring before, during, and after meetings. Terry Dwyer, Managing Director at mvision, said "Achieving the rigorous requirements of becoming a Certified Managed Service Provider for TANDBERG Total Service demonstrates our continued commitment to the company and its customers. It has been an extremely worthwhile pursuit. We have witnessed a rapid growth in the demand for managed video conferencing and Telepresence services since 2008, and now boast a truly international presence easily capable of competing with larger vendors. In the fiercely competitive modern business environment it's not the size of your video conferencing service supplier that counts it's the agility." Fredrik Halvorsen, CEO at TANDBERG, said: "We're very happy to consolidate our relationship with mvision and to continue to support its success story."

There are three main components to mvision's managed service: (1) mvision supplies Telepresence and video conferencing systems from TANDBERG; (2) you will be connected to mvision's dedicated video conferencing network, which is specially designed to meet demands of video conferencing. It is continuously monitored to ensure highest service quality and availability; (3) you can use mvision managed services from its VNOC that include: multi-point conferencing (bridging), ISDN & IP Gateway services, call recording and archiving. Services also include operator assistance, help desk facilities and reporting. The mvision network can support endpoints from other manufacturers as well as TANDBERG.

Come to mvision and your solution is fully outsourced and managed by mvision on our dedicated video network with little-to-no effort from the client. This is a stress-free plan ideal for those without the available bandwidth, IT resource or the budget to build their own video conferencing solution. Whether you're new to video conferencing or looking to maximize the investment you originally made, mvision gives you the flexibility to choose the service option that best suits your specific needs.

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mvision's network enables video to be run completely independently of an organization's IT network, using separate bandwidth and connectivity. This eliminates any technical issues that are commonplace with video conferencing. Whichever solution you choose, you're able to supplement it with our Concierge services. These include room booking, call set-up and "Meet & Greet" event management service. mvision says: "Let mvision do all the work. Just sit back and enjoy your meetings, anytime, anywhere."

mvision recognizes that to achieve the full potential of video conferencing throughout your organization, your staff need help to understand what the system is, the potential it has to improve their working lives and the contribution it can make to the success of your business. Your own HR team and internal marketing teams may be able to help, but as a result of key feedback from our customers, mvision has developed a proven usage and adoption program.

The aim of the mvision program is to provide staff at all levels – from the board down - with a clear understanding of the strategic importance of video conferencing in their organization and of the benefits it can bring to them as individual employees. It can help ensure that your organization embraces video conferencing as a natural form of internal and external communication.

Clearly mvision is a centre of excellence for TANDBERG and for managed Telepresence and videoconferencing services. That is why mvision is chosen as one of "The Best Managed Conferencing Services Providers of the year 2009".



6. Talk and Vision is chosen as one of "The Best Managed Conferencing Services Providers of the year 2009"; Talk and Vision aims to be Europe's largest managed Telepresence and videoconferencing service



15 February 2010. Talk & Vision is one of the largest video communication specialists in Europe now 50% owned since 1 July 2009 by KPN the Dutch telecom carrier. Its customers include large international companies with offices across Europe and worldwide where videoconferencing is used as a business-critical communications tool.

The Talk and Vision web site is available in four European languages: Dutch, French, German and English. Talk & Vision has multi-lingual operators and offices in Belgium, Germany and the UK (London). This not only guarantees that you receive the support you need in the language you want, it also guarantees that someone is quickly on site. A 24/7 help desk and your own internet portal are part of the standard package for the equipment and managed services supplied.

WhenTalk & Vision offers its customers tailored solutions, continuing support and service is a given. Its excellent relationships with manufacturers of video communication equipment enable Talk & Vision to operate in national and international markets. As a vendor-independent partner, Talk & Vision offers an ideal mix of products and services.

The Talk & Vision managed videoconferencing service is called MAVIS. The portfolio contains nine different MAVIS packages all tailored to the users' wishes and requirements. The managed services make it easier for companies to start using videoconferencing. The shared infrastructure platform enables several companies to use the same video network platform, which reduces their costs.

The main objective of MAVIS is to secure trouble and hassle-free use of videoconferencing. Users should not have to worry about setting up the meeting and the quality of the meeting. Just walk into your meeting room and start your meeting right away ... whether you want to meet with one other location or with multiple locations. The Talk and Vision Customer Service Centre takes care of you, before and during the meeting, 24 hours a day, 7 days a week.

Talk & Vision supports its customers by installing central management software on their network so their video activities can be managed remotely from the Talk and Vision Customer Service Center (CSC) - a VNOC. As a result point-to-point and multipoint video conferences can be set up remotely. The CSC staff can monitor the connection during videoconferences, enabling ad hoc problems to be solved immediately. The system configuration can be periodically and proactively checked to ensure each videoconferencing system and the network is always ready to use.



As part of a MAVIS Total Care package, Talk and Vision will report the usage and success rates of your meetings. This service will give the users optimum convenience and enables you to spend your valuable meeting time on your core business instead of having to focus on the enabling technology.

In December 2009, Getronics (also owned by KPN) received the Advanced Technology Partner status in order to support Cisco TelePresence within the Cisco ATP program. Talk & Vision, a subsidiary of KPN and a specialist in video communications, will be taking charge of the sales, implementation and managed video services. Michiel Panders, Commercial Director of Service Providers at Cisco says: "We can now compliment Getronics and Talk & Vision since they have met all the requirements and criteria of our ATP-Cisco TelePresence program."

Since its establishment 10 years ago, Talk & Vision has created video communication solutions for a large number of national and international customers in a variety of sectors. Now it has ambitions to be the largest provider of visual communications hardware and managed services in Europe.

That is why Talk & Vision is chosen as one of "The Best Managed Conferencing Services Providers of the year 2009".



7. Tata Communications is chosen as one of "The Best Managed Conferencing Services Providers of the year 2009"; Tata Communications is implementing a global network of Public Telepresence rooms and offers Managed Telepresence Services



15 February 2010. Tata Communications owns and operates its own network of globe-spanning terrestrial and subsea cables. It reaches the major business and financial centers worldwide, as well as over 100 locations in India and counting. You get a seamless network from a single global service provider, with the capacity and flexibility to meet your telecom needs.

Tata Communications Ltd. is a part of the \$29-billion Tata Group. The Tata Global Network encompasses one of the most advanced and largest submarine cable networks, as well as: a Tier-1 IP network; connectivity to more than 200 countries across 300 PoPs; more than 1 million square feet of data center space. As your business moves into emerging and high-growth markets, the Tata communications network can be there to support you. They have the deepest reach into India and other emerging markets.

Tata Communications serves its customers from its offices in 80 cities in 40 countries. It is the largest wholesale voice operator in the world and the largest provider of international long distance, enterprise data, and Internet services in India. Its India conferencing solution has the same features global users have come to expect. It offers local dial-in numbers for its audio bridges across 14 major Indian business centers to deliver fully-featured conferencing for India users.

Tata Communications believes your employees should be able to collaborate seamlessly across borders and time zones. From audio bridges to emerging Telepresence solutions, its conferencing solutions are available in flexible configurations with wide-ranging capabilities to keep you connected.

Tata Communications offers to simplify your conferencing needs with its end-to-end managed capabilities, including audio, Web, and video conferencing. Training and support to optimize your audio and web conferencing is available at their support site:

http://www.tatacommunications.com/telepresence/_pdfs/locations_map_A4.pdf

Tata Communications was the first to recognize the usefulness of a global network of public Telepresence rooms powered by Cisco TelePresence. So far it is the only provider. Tata Communications has set up public rooms with the Taj Hotel Group in Bangalore, Mumbai, Boston and London; with the Confederation of Indian Industry at Bangalore, Chennai, Hyderabad, and New Delhi; and with Cisco at Santa Clara, California, USA, Manila, Philippines, Sydney, Australia, and Johannesburg, South Africa.

The aggressive build out planned will see a further 20 Public Telepresence Rooms soon; a map shows where they are to be located at:

http://www.tatacommunications.com/telepresence/_pdfs/locations_map_A4.pdf

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Tata Communications offers to connect private telepresence rooms to any of these Public Telepresence Rooms worldwide using its Telepresence Managed Services.

The global network of Public Telepresence Rooms is expected to reach 100 locations. It is therefore a very valuable means of extending the global reach of a company's private network of Telepresence rooms.

Tata Communications has one of the most advanced Global Telecom Networks and the largest group of submarine cable networks. Its roll out of Public Telepresence Rooms and its Telepresence Managed Services is making Telepresence available to a much wider audience worldwide.

That is why Tata Communications is chosen as one of "The Best Managed Conferencing Services Providers of the year 2009".

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Telepresence and Videoconferencing Insight is a well established newsletter for the user of Telepresence, videoconferencing and video-enabled Unified Communication systems. It is published online on Wednesday of each week at www.vcinsight.com and www.tpandvc-insight.com. It is read by thousands of readers worldwide. Publication began in 1996.

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