INSORS CASE STUDY – IG Meeting

THE NATIONAL INSTITUTE FOR ALLERGY AND INFECTIOUS DISEASES LEVERAGES INSORS IGMEETINGS FOR NATIONAL BIODEFENSE NETWORK

The National Institute for Allergy and Infectious Diseases (NIAID) is the primary component of the National Institutes of Health that is engaged in support of biodefense, and emerging infectious disease research. For more than 50 years, NIAID research has led to new therapies, vaccines, diagnostic tests and other technologies that have improved the health of millions of people in the U.S. and around the world.

The attacks of September 11th followed by the deliberate exposure of civilians to Anthrax spores, pushed biodefense to the top of the White House agenda where it allocated $1.7 billion in funding for the NIAID to accelerate development of new and improved vaccines, diagnostic tools, and therapies against potential agents of bioterrorism. As part of this effort the NIAID has established 10 Regional Centers of Excellence for Biodefense and Emerging Infectious Disease Research across the nation. Each Regional Center is connected to many other research institutions and public health agencies creating the NIAID Biodefense network.

A key part of the network's ability to accelerate the development of new vaccines is the ability of this diverse group of institutions to work together as cohesively as possible. For
Alicia J. Dombroski, Ph.D., Program Officer, Office of Biodefense Research Affairs working together is critical to their success. "It is important for us to work collaboratively in discovering new tools and vaccines. In order to do that we knew we needed a new way to immediately communicate, other than email, the complex scientific information as it was discovered," said Dombroski. "We were looking for a solution that could be deployed within and between the Regional Centers involving over 150 institutions in the network. So we decided to look into video conferencing."

Looking for the right video conferencing solution, Dombroski turned to the Head, Bioinformatics and Scientific IT Program (BSIP) NIAID Office of Technology Information Systems (OTIS), Stephan Bour Ph.D. "In the initial research we went through all the usual players, Session, Webex, Polycom, Wavethree's Sessions, Macromedia's Breeze and asked each to

give us a demo. Then we met with inSORS," said Bour. "In the end there were several reasons why we chose inSORS but the most important was that it was a server-centric system, not peer-to-peer, which allowed it to deliver better video and better sound. There was no lag time between the lip movement and audio like there was with the other solutions."

Like any national defense effort, the NIAID was also looking for greater security. "I was looking for strong security and encryption," Bour said. "With IGMeeting I was able to meet my security requirements and have the piece of mind that the U.S. Military is also using the product, and I can assume they have the tightest security requirements in the world."

IGMeeting Enables Collaboration Around the Globe

Leveraging inSORS the NIAID began a beta program deploying IGMeeting to the 10 Regional Centers of Excellence for Biodefense. Because inSORS can scale from the desktop to the large conference room, to the auditorium, the NIAID was able to deploy IGMeeting on several individual desktops as well as integrate with an existing video conferencing room in Chicago. "It was a very long trial," Dombroski said. "We used IGMeeting to hold our monthly meetings as well as for individual use. For example, Stephan and I hold weekly IGMeetings."

Critical to the success of any collaborative meeting is creating a "like you are there" experience for all of those involved. With IGMeeting, the NIAID has been able to connect people all around the world. "One major benefit is that you don't have to be tied to your desk," Dombroski explains. "Its important for people who travel all over the world to be able to jump in the meeting from where ever they are, and at the same time feel like there are intimately part of the meeting. A few weeks ago a colleague joined us on his laptop in Japan. That's one thing we really like. With inSORS you can meet at anytime from anywhere."

With an easy-to-use interface, IGMeeting allows people to communicate on-demand. "In order get people to collaborate better you have to have a solution that allows for spontaneity; especially when sharing and discussing scientific data," said Bour. "I really love the IGInstant feature because you can see who is online and then instantly call them into a video conference just as easy as using the phone."

Take IGMeeting to the Next Level

Currently the NIAID has plans to deploy IGMeeting to another 200 desktops by the end of the year. "It comes down to performance and inSORS is the best of its breed, delivering the full duplex audio you can't get with any other conferencing solution; audio or otherwise," Bour explained. "Full duplex audio allows people to talk and hear everyone at the same time; like they would in an in-person meeting. This is absolutely essential in with the type of information exchange and we are building in the NIAID Biodefense Network.

For Dombroski, IGMeeting fosters the team relationship that is hard to achieve between groups at different locations. "It makes you feel like you are closer to one another," said Dombroski. "One key thing that is happening is that people are seeing each other eye-to-eye and are more engaged and paying more attention. You don't hear people typing emails or flipping through papers, because they feel like they are in the room looking right at each other."

About IGMeeting

IG2 voice, video, and data collaboration platform facilitates rich communications for groups and individual knowledge workers. IG2 runs securely over private and public networks. Easy to use, IG2 provides a single collaboration environment bringing together auditoriums, conference rooms, workspaces, video endpoints, PC endpoints, and/or telephones.

IG2 expands small, medium, and large group collaboration with:

- A "like I'm there" experience enabled by full duplex audio and multiple simultaneous video and data views for each location.
- On-demand inclusion of room based groups and individuals.
- Integrated "data sharing" capabilities partnered with voice and video.

SIDEBAR

Executive Summary

The National Institute for Allergy and Infectious Diseases (NIAID) is the primary Institute of the National Institutes of Health, for emerging infectious disease research including agents of bioterrorism. For more than 50 years, NIAID research has led to new therapies, vaccines,

diagnostic tests and other technologies that have improved the health of millions of people in the U.S. and around the world.

Business Situation

The White House has allocated $1.7 billion in funding for the NIAID to accelerate development of new and improved vaccines, diagnostic tools, and therapies against potential agents of bioterrorism. As part of this effort the NIAID has funded 10 Regional Centers of Excellence for Biodefense and Emerging Infectious Disease Research across the nation.

Business Scenario

In order to foster greater collaboration across the Regional Centers for Biodefense including over 150 different institutions, the NIAID has deployed inSORS IGMeeting for on-demand video conferencing and collaboration.

Benefits

- A “Like I am there” experience
- Increased collaboration among geographically dispersed groups
- Effective exchange and discussion of critical scientific information
- Instant access across the Biodefense network anywhere around the globe.

Products

inSORS IGMeeting

inSORS Customer Insight

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