Lucent Worldwide Services Video Teleconferencing Solutions for Military and Civil Agencies



Use advanced communications tools to boost productivity and reduce costs.

Benefits

- A complete portfolio of video solutions to increase efficiency
- Global expertise and experience
- Comprehensive maintenance to ensure uptime
- Strategic alliances to enhance performance

Lucent Technologies
Bell Labs Innovations

Lucent Technologies designs, engineers, implements and maintains secure video teleconferencing solutions for the federal government and the world's leading service providers.

In fact, we were the first to provide a full line of professional video network services. Since 1985 we have delivered comprehensive video installation, management and maintenance solutions for hundreds of clients.

From the largest auditoriums and campus-wide networks to executive boardrooms and the smallest portable systems, our video teleconferencing services boost productivity and, given today's budget constraints, provides an excellent alternative to costly and time-consuming travel.

A complete portfolio of video solutions

Our primary focus is to relate technology strategies to your video network needs, deliver the network functionality you want and help you operate more efficiently.

We provide a full portfolio of services to make your life as easy as possible, from planning and design to implementation and operation. We designate a project manager and a design engineer as your single point of contact with us and other vendors. From contract signing to test acceptance, your contact will coordinate the design, integration, startup and testing before turning the room over to you.

Global expertise and experience

Our consultants and engineers have unsurpassed skills and experience in video conferencing design and implementation, network configuration, software engineering, room design and physical construction.

Our expertise extends to more than 100 different components from a wide variety of vendors, enabling you to have a video solution with the functionality you need. Together, our skills and technical knowledge provide everything needed to deploy and operate your system in virtually any environment.



Today, the convergence of data, voice and video technologies is transforming the way you communicate. Video conferencing in particular is an efficient, but complex undertaking, requiring a highly trained staff, extensive network experience and a comprehensive knowledge of current and emerging technologies.

We begin with a network assessment to determine your network's readiness to handle H.323 video conferencing, either as a new deployment or a conversion from the H.320 standard. We then develop a strategy for creating and deploying the best solution for your specific requirements.

Our staff works closely with your architect or contractor to build out your video conference room with any combination of special acoustics, lighting, furniture, cameras, crypto equipment, network interface equipment and video hardware.

And we can put complete control of your video system at your fingertips using a single touch panel. So you can operate VCRs, DVDs, cameras, computers, projectors and room lighting from one location.

We can even create a fully transportable system that can be quickly packed into cartons in modified mobile homes and moved to other locations.

In fact, we consistently deliver superior designs and implementations using our Network Engagement Methodology (NEM), a process-oriented approach of best practices developed over thousands of network engagements. Our engineers have immediate online access to the tools, templates and library of solutions that have worked best for similar projects.

In addition to their extensive technical qualifications, our staff maintain secret security clearances. We have integrated numerous secure rooms on the DVS-G network using government-supplied encryption devices. And we have executed RED/BLACK separation as specified in National Communications Security Information Memorandum (NACSIM) 5203.

Comprehensive maintenance

More than 90% of our video conferencing clients have engaged us in a long-term maintenance relationship. That's because we offer a highly responsive and complete maintenance package that includes remote diagnostics, field support for problem resolution and four-hour business day service.

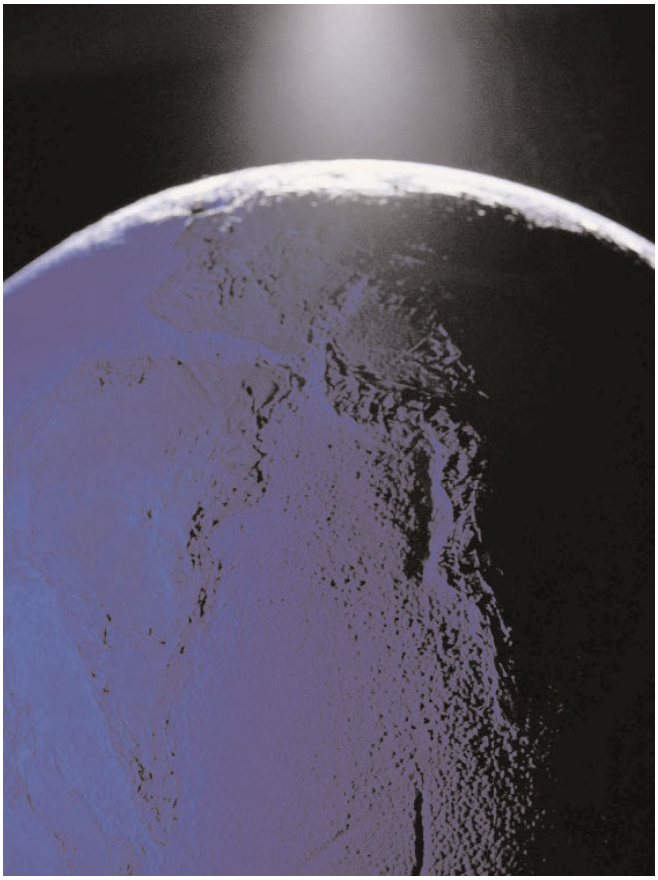
The Lucent Call Center is open Monday through Friday from 7:00 A.M. to 7:00 P.M., Eastern time, with field engineers standing by to assist you on site, thanks to our nationwide team of technicians and Global Network Operations Centers.

Our resolution management team not only troubleshoots your video teleconferencing system but also acts as the point of contact with your network service provider and other vendors to case-manage problems.

Allied with leading hardware and software vendors

To deliver the most effective solutions, we maintain strategic relationships with video technology leaders. This access to knowledge of new technologies, combined with our deep familiarity with multivendor environments, allows us to select the right combination of hardware and software for your needs.

So no matter which product or service is required for an effective video teleconferencing solution, you can be sure Lucent has the experience necessary to provide it.



Lucent Worldwide Service Advantage

Lucent Worldwide Services has more than 10,000 experienced and highly skilled technical professionals dedicated to developing, deploying, optimizing, operating, maintaining and managing global, multivendor networks. Our proven track record of successful network engagements puts Bell Labs innovations to work with our end-to-end, comprehensive portfolio of professional, deployment, maintenance and managed services. Our unsurpassed suite of solutions can help reduce operating expense, leverage capital expense and optimize network performance — helping you make your network more reliable, secure and efficient.

To learn more about our comprehensive portfolio of services, please contact your Lucent Technologies Sales Representative or visit our web site at www.lucent.com/gov

This document is for planning purposes only, and is not

intended to modify or supplement any Lucent Technologies specifications or warranties relating to these products or services. The publication of information in this document does not imply freedom from patent or other protective rights of Lucent Technologies or others.

All trademarks or registered trademarks are properties of their respective owners.

Copyright © 2003
Lucent Technologies Inc.
All rights reserved

LWSGV v2 0903

Lucent Technologies
Bell Labs Innovations

