

# Enabling Cisco Meeting Server to be deployed in a large US federal department

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ThunderCat Technology chooses VQ Conference Manager to enable its client to transition from legacy Codian infrastructure to CMS



# Customer need

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ThunderCat's federal customer needed a way to replicate Codian functionality with the Cisco Meeting Server

ThunderCat Technology provides IT systems and services to the US federal government, state and local governments, and Fortune 500 businesses.

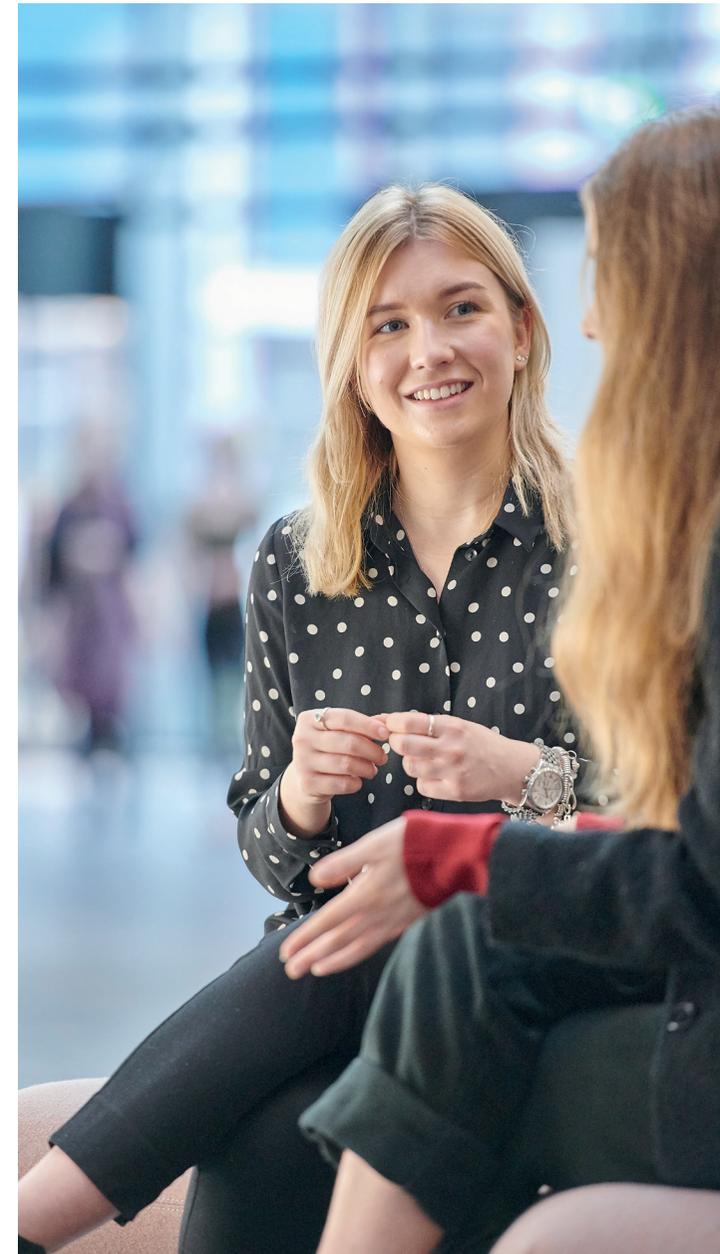
In 2018, ThunderCat launched its Cisco practice, to enhance its conferencing and unified communications offering. With high demand for secure, on-premises collaboration solutions among its federal customers, ThunderCat does a growing number of Cisco Meeting Server deployments.

## *Replacing Codian infrastructure*

One of its federal clients was using Codian infrastructure to provide secure, managed conferencing services, overseen by an operations team.

The Codian technology was reaching end-of-life, and the federal agency had bought Cisco Meeting Servers (CMSes) to replace it but the deployment had become stalled due to missing functionality from the 'out of the box' CMS solution.

To help find a solution and then deploy the CMS-based service, the agency brought in ThunderCat. The secure nature of the work meant that only selected ThunderCat engineers would be permitted on-site, meaning these individuals would need to be capable of deploying the CMS, as well as any supporting software.



# The VQ Communications solution

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VQ provided extensive presales support, demonstrating VQ Conference Manager to the federal client. VQ then arranged the necessary training to enable ThunderCat's engineers to successfully deploy VQ Conference Manager with the Cisco Meeting Servers

ThunderCat was aware of VQ Conference Manager's capabilities, including the fact that 'participant move' was on the roadmap for 2020. Following discussions with VQ Communications, the ThunderCat team concluded that VQ Conference Manager would remove this critical hurdle, and consequently enable the federal agency to switch from Codian to CMS.

Moreover, VQ Conference Manager would enable the client to deliver significantly enhanced conferencing, thanks to its self-service support and built-in Analytics – both features the agency hadn't previously enjoyed.



# Business outcomes

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VQ Conference Manager is enabling the federal agency to proceed with the replacement of the Codian infrastructure, and deliver a significantly enhanced conferencing capability on Cisco Meeting Server

The VQ Conference Manager software, coupled with the training and support from VQ Communications, has enabled ThunderCat's federal customer to proceed with its Cisco Meeting Server deployment. This is critical in enabling it to retire its legacy infrastructure.

In addition, VQ's self-service capabilities will provide the agency with greater flexibility in the future, as it seeks to expand the use of conferencing on CMS.

The ability to analyse the way the service is being used, proactively troubleshoot problems and plan for the future, will also be entirely new. This will result in a higher-quality conferencing service that's easier to manage.

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“ There is so much the Cisco Meeting Server can do, and what VQ Conference Manager does so elegantly is pull together what you require to deliver a secure, high-quality conferencing service using the platform. VQ Conference Manager should be the lynchpin in every Cisco Meeting Server deployment.

The team at VQ Communications has been fantastic when supporting us with this agency and other federal clients. What's also been refreshing is the way they engage with us around new product features and capabilities. They're one of those partners where we wish we could do more business with them. ”

John Bowman, Director

