![Polycom™ logo]

John Laing Uses Polycom® RealPresence® Video Solutions and Microsoft® Lync® to Boost Efficiency by Delivering Quicker Response Times, while Reducing Greenhouse Gas Emissions

Industry
Public–private partnerships

Daily Use
- Global consortium meetings
- Project team and investor meetings
- Global management and team meetings

Daily Use
Through its relationship with Wirebird and Polycom, John Laing's distributed workforce enjoy a world class professional meeting environment that enable employees to securely connect and collaborate in real-time without the need for staff to travel.

Results and Benefits
- Travel cost savings
- A reduction of 162.5 tonnes of greenhouse gas emissions in a single year, the equivalent of taking an extra 29 family cars off the road in a year.
- Improved teamwork, collaborative decision making and productivity.

John laing
making infrastructure happen

Overview

John Laing plc. is a specialist investor in, and manager of, infrastructure assets in the UK and internationally, principally for the public sector. John Laing manage 76 privately-financed infrastructure projects, ranging from the Intercity Express Programme, the Second Severn Crossing between England and Wales and the Greater Manchester Waste Management PFI, as well as transport, health, renewable energy and special purpose government facilities projects in the UK and overseas. John Laing's key target sectors include accommodation, health, transport, waste and renewable energy, focusing on markets in the UK, Continental Europe, North America and the Asia Pacific region.

Challenges

With over 1,000 employees dispersed in 73 offices across the UK and six offices overseas, teams need to collaborate while managing the development risk, project financing, asset management and operations with its partners and project supply chain. Employees need to communicate and collaborate within both global and / or international consortiums of construction partners, investors and stakeholders throughout the life of a project from the initial bidding process through financing, contractual negotiations and project management. John Laing can be a part of a consortium and the main investor, but there could be a team of 100 managed by only two key individuals from the firm and found that whilst telephone meetings alone were not suitable they wanted to find a way of reducing travel costs.

The firm utilised video conferencing facilities previously, however employees were fearful of the technology which in turn resulted in a lack of usage, an increase in travel costs and a larger carbon footprint. The firm sought to upgrade to a unified communications solution that would enable them to securely connect and collaborate in real-time without the need for employees to travel. The challenge was to deliver a reliable video conferencing collaboration service that would remove the previous technology and adoption barriers and allow staff to just walk into the meeting room and have meetings they required using secure and reliable technology. The demolition of John Laing's London Head Office, as part of the Victoria station upgrade, meant relocating to a new Head Office which included completely redesigned video conference facilities along with a new IT infrastructure.

"The interoperability between Polycom and Microsoft Lync was key in our decision. Using Lync with Polycom just brings the whole solution alive to the desktop. "People can either go to formal conference rooms or participate in meetings from their desk, enabling everyone to talk and see body language, which you don't get over the telephone."

Dylan Jones, IT Director for John Laing

Solutions and Implementation

Working with Polycom partner Wirebird, and technology automation specialists AMX to design and implement video meeting rooms, John Laing implemented High Definition (HD) unified communications and collaboration (UC&C) video conferencing solutions across four meeting rooms and incorporated Polycom® RealPresence® Room video solutions (including the Polycom HDX® 8000) at its new London head office and six other conference rooms around the world. These rooms are now being utilised for a wide variety of meetings, including:

- Management Support Services hosting multiple conferences with dispersed project teams, transforming collaboration across the company into a seamless video experience.
- Providing company information and training on demand with the ability to record and stream meetings and training courses so all employees can receive training and view company information on-demand.

Key requirements for the firm included the ability to interoperate with existing systems and applications, and ease of use to drive user adoption, as the company looked to improve collaboration using any device, increase productivity and reduce travel costs. John Laing required scalability to its video solutions and the Polycom® RealPresence® Resource Manager CMA™ 4000 was utilised to improve the management of endpoints. The Polycom® RealPresence® Collaboration Server (RMX® 2000) was also added to combine multi-party voice, video and content collaboration sessions together so as to further enable improved teamwork and collaborative decision making. A Polycom® RealPresence® Virtualisation Manager (DMA™) was also implemented to enable the dynamic distribution of calls based on priority and bandwidth availability.

Employees work from various global offices and are often mobile and on the go, so need to interact and collaborate with each other across national borders and technical infrastructures on a wide range of projects. CMA™ Desktop video solutions and Polycom® RealPresence® Mobile 2.0 are utilized by consortium partners and employees using tablets or smartphones while on the move to provide a more flexible working environment. The delivery of both Microsoft Lync and Polycom solutions provide an end-to-end unified communications solution. Staff are now able to access video on their desktop by clicking a name within the Lync contact list and instantly meet with a colleague face-to-face via Polycom RealPresence video. This highly personalised unified communications experience has allowed John Laing's staff to conduct online meetings easily which in turn has boosted productivity.

Partner

WIREBIRD
IT as you want it

www.wirebird.co.uk

Product Listing
- Polycom® HDX® 8000 Room Telepresence Solution
- CMA™ Desktop
- Polycom® RealPresence® Mobile 2.0

Infrastructure
- Polycom® RealPresence® Resource Manager CMA™ 4000
- Polycom® RealPresence® Collaboration Server (RMX® 2000)
- RealPresence® Secure Access Manager (VBP Series)

Partner Solution
- Microsoft® Lync™ Server 2010

"The reason we went with the Wirebird design was because they integrate very well with all the vendors and it was quite an easy choice for us to choose Wirebird as the preferred partner as they had the knowledge to tailor the AMX and the Polycom solutions to our needs. A key business objective was that the solutions had to be user friendly so they would be adopted. User adoption has gone through the ceiling with growing demand for both internal and external video meetings."

Dylan Jones, IT Director for John Laing

The implementation and design of the collaboration solutions combined with the Wirebird and AMX products enabled IT to centrally manage system so the meeting rooms only contained a camera and the screen. Engineers don't have to enter the rooms to fix any problems, if a meeting room become unavailable, they can just unplug it from the Cat5 system and plug it in somewhere else and it operates as if it was in its original location.

Results

Through its relationship with Wirebird and Polycom, John Laing's distributed workforce enjoys a world class professional meeting environment. The use of video conferencing has helped staff communicate internally and externally and has become widespread within John Laing because of Polycom's integration with Microsoft Lync desktop clients. Approximately half of the firm's 1,000 employees collaborate via Polycom desktop-based or room-based video solutions securely, easily and intuitively from within familiar interfaces by simply clicking a name on their Lync contact list. From a user adoption point of view, the combination of the new video collaboration facilities combined with the ease of use of the AMX touch panels has led to staff being able to just walk into meeting rooms now and press a button and to conference across countries.

Polycom RealPresence video solutions are also helping to make John Laing greener. The carbon footprint for John Laing business travel and commuting over the period July 2011 to June 2012 was 657.5 tonnes CO_2e, compared with 820 tonnes over the preceding 12-month period, a reduction of 162.5 tonnes of greenhouse gas emissions in a single year, the equivalent of taking an extra 29 family cars off the road in a year.

Learn More

To find out how Polycom solutions can help your organisation, visit us at
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About Polycom

Polycom is the global leader in open standards-based unified communications (UC) solutions for telepresence, video, and voice powered by the Polycom® RealPresence® Platform. The RealPresence Platform interoperates with the broadest range of business, mobile, and social applications and devices. More than 400,000 organizations trust Polycom solutions to collaborate and meet face-to-face from any location for more productive and effective engagement with colleagues, partners, customers, specialists, and prospects. Polycom, together with its broad partner ecosystem, provides customers with the best total cost of ownership, interoperability, scalability, and security for video collaboration, whether on-premises, hosted, or cloud-delivered. Visit www.polycom.com or connect with Polycom on Twitter, Facebook, and LinkedIn.