



Huawei Full HD Telepresence Video Conferencing System Helps CAAC Improve Service Quality and Productivity

Background

The Civil Aviation Administration of China (CAAC), directly affiliated to the State Council of the People's Republic of China, is in charge of civil aviation affairs for the entire country. The CAAC manages seven regional authorities and forty-one airports. To deliver secure and quality aviation services, the CAAC was planning to adopt the latest Telepresence and videoconferencing solution to link its agencies at all levels throughout the country. The solution was required to meet the current needs such as to support emergency response, governmental affairs, service delivery, consultation, and training programs. In the mean time, it should be scalable and resilient so that the services can be smoothly expand to cover additional locations.

Key Challenges

Along with the booming Chinese economy, the air traffic has been growing significantly for years in China, setting an increasing pressure on CAAC in terms of management, coordination, monitoring and

control. The CAAC adopted a videoconferencing solution in 2003 to link some of its agencies in response to these challenges, but it seems that after years of operation, the legacy standard-definition solution became outdated with the following weaknesses and defects, hindering its ability to make quick decision and take actions:

- The video quality was poor and became unacceptable

The legacy SD videoconferencing system provided video in CIF (352*288) resolution, which was becoming unacceptable for CAAC and its seven regional authorities. The videoconferencing room was filled with codex, microphones, cameras, TV and messy cables, which was very frustrating to the participants.

- The operation was complicated with very high maintenance costs

The legacy SD system needed a conference secretary to set up the system one day before the conference call to ensure it was working in the right manner. Audio and video devices in the room were difficult to manage since these devices were standalone alone



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from each other. Even worse, a very knowledgeable videoconferencing technician was a must to operate the system, which was unacceptable to the CAAC executives.

Solution

Huawei delivered a full HD solution that combines Telepresence suite, HD videoconferencing system and HD MCU to renew the CAAC's legacy solution.

To support executive virtual meetings, Huawei deployed TP3118S Telepresence product in the CAAC headquarters and 7 sets of TP3106 Telepresence product in the regional authorities. Taking the physical condition of the CAAC's meeting rooms into consideration, Huawei customized some parts of the Telepresence products so that it can fit into the CAAC's environment perfectly with superb audiovisual experience.

For the average virtual meetings, Huawei deployed HD videoconferencing system in the seven regional authorities and forty-one airports. Both Telepresence and videoconferencing systems are being connected to the same Huawei Multipoint Control Unit (MCU). The Huawei solution delivers the following benefits:

- **Customized Telepresence**

Huawei customized the Telepresence system by making the best use of existing meeting rooms to satisfy customer requirements in terms of dimension, quality, comfort and security.

- **Ease of use**

The Huawei Telepresence solution uses a touch panel with an intuitive graphical user interface (GUI) as the videoconferencing room control device. It takes only several minutes for an average people to understand the videoconferencing operation. The CAAC executives now are able

to convene and control video conferences by themselves with ease, thus removing the need of a secretary or technician.

- **High system stability**

To improve system stability and ensure superb experience, Huawei employs multiple backup mechanisms for the MCU shared by Telepresence and videoconferencing systems. In addition, the core management system, switching system, and terminals are also designed with redundancies to ensure high availability. For example, the core switching system supports two-node clusters in backup mode.

- **Improved O&M efficiency and reduced operation costs**

One MCU is being used for both Telepresence and videoconferencing systems, and the users can do mixed Telepresence and videoconferencing call when they need it, which dramatically improves O&M efficiency, resulting in operation cost reduction.

Customer Benefits

- **Faster decision making due to effective video communication**

The Telepresence and videoconferencing system provides true-to-life video communication experience, and the participants just feel like "being there" due to the 1080p full HD video, directional sound and live content sharing. This makes the communication much more effective between CAAC HQ and its branch agencies, resulting in faster decision making process.

- **Cost saving due to better usage on videoconferencing facilities**

Instead of using a videoconferencing technician, the intelligent control and SiteCall functions enable every participant to convene Telepresence and video calls by itself at any time. More and more CAAC staff is turning to use Telepresence and videoconference to carry out business meetings, resulting in productivity improvement and cost reduction.

- **Reliable video service thanks to carrier-grade stability**

The carrier-grade MCU ensures non-stop videoconferencing service, 24 hours a day and 7 days a week. The CAAC staff can do Telepresence and videoconferencing call at any time when they need it without worrying about service availability. ■