



## University of Insubria and Polycom: A partnership for the benefits of the students

### Education

#### Daily use

- Student lectures
- Administrative / Team meetings
- Distance education
- Project management
- Research management
- Team collaboration
- Academic conferences

#### Solution

- Polycom® HDX™ 8000 room Telepresence solution
- Polycom VSX® 7400 video conferencing system
- Polycom VSX 8000 video conferencing system
- Polycom PVX®
- Polycom Quality Definition Experience™ (QDX™) video conferencing system

#### Results and Benefits

- Improve communications between campus locations
- Ease student access to professors
- Increase audience to events
- Expand lectures to several sites
- Reduced cost

The northern Italian university of Insubria (Universitas Studiorum Insubriae – Università degli Studi dell'Insubria) is taking a modern approach to delivering education throughout the region. Based in Varese and Como, Studiorum Insubriae was founded for the purpose of taking education to the student without geographical hindrance or the typically high administrative overheads associated with normal, campus-based universities.

#### Pilot programme

In 2001, the academic institution appreciated the critical role video conferencing would play in fulfilling this objective. At that time, the Educational and Communication team in the university's ICT Service Centre (SIC Centre) enlisted the help of Polycom, world leaders in collaborative communication, to deliver an initial pilot programme. As a result, the university implemented several Polycom ViewStation® endpoints in Varese, Como, Busto Arsizio and Bosisio Parini for the benefit of its medical students.

"The trial was a huge success with over 300 nurses and physiotherapists throughout the region participating," said Dr Luca Mondini, Head of Education and Communication (SIC Centre). "Encouraged by this, we decided to review Polycom's entire inventory to discover the optimum video conferencing solutions to fit our other needs."

Supported by the Rector, Professor Renzo Dionigi and by the Chief Administrations Officer, Doctor Marino Balzani, the ICT team selected a suite of video conferencing solutions that would deliver collaborative communication benefits not only to lecturers and students, but also to administrators, researchers and conference delegates.

#### The Polycom solution

A variety of Polycom video conferencing endpoints were selected and implemented throughout the university locations, which included Polycom VSX 8000, VSX 7000, Polycom HDX 8000 and Polycom PVX endpoints.

"In all, we have nearly 30 Polycom endpoints running on a heterogeneous environment comprising Microsoft Exchange and Opensource servers over a fibre-optic wide area network (WAN)," added Dr Mondini.

The Polycom VSX systems operated by the university take over from, and expand on the legacy ViewStation video conferencing endpoints implemented in the initial pilot programme. Lectures are now held by teachers in Varese and Como, and viewed comfortably by students on the ten VSX 7000 with H.239 and dual screens in the other locations of the network.

The Polycom HDX 8000 delivers Polycom UltimateHD™ technology offering high definition voice, video and content for exceptional performance. Similarly, the VSX 7000 systems deliver advanced single-screen or dual screen video conferencing for medium to large rooms of up to 40 students with natural imagery, excellent audio and call clarity and easy-to-use file-sharing capabilities.

Dr Mondini explained the university also conducts medical conferences and conventions as part of its educational charter and for this has implemented two Polycom HDX 8000 systems.

"The HDX 8000 is the optimum solution for large auditorium and conference room environments where high definition (HD) quality is paramount," claimed Dr Mondini. "Delegates benefit from the larger screen format as well as HD video and audio to give them the most accurate and lifelike collaborative experience."

*"Delegates benefit from HD video and HD voice giving them the most accurate and lifelike collaboration experience."*

*Dr Luca Mondini, Head of Education and Communication, SIC Centre, Università dell'Insubria*



*“A key feature of our Polycom solutions is the interoperability across the network. We collaborate with other institutions throughout Italy, Europe, Asia and the USA, some have different video conferencing systems. Thanks to Polycom’s open standards, incompatibility just isn’t a problem.”*

*Dr Luca Mondini, Head of Education and Communication, SIC Centre, Università dell’Insubria*

### Desktop collaboration

Another application of the video conferencing solutions at the university is to fulfill its research responsibilities with the utilitarian Polycom PVX business-class desktop video conferencing application. Five of these have been installed throughout the university for medics and scientists to collaborate in ad hoc meetings and discussions. With the Polycom PVX delivering high-quality audio, video and content-sharing direct to the PC, it is an excellent visual communications tool for those without dedicated IT support or a need to centrally manage user access or capabilities.

“We are currently in the process of installing three Polycom QDX desktop applications to supplement the PVX systems,” Dr Mondini continued. “These also deliver high quality DVD resolution video and CD quality audio along with simple-to-use content sharing capabilities.”

Such has been the success of video conferencing at the University of Insubria that user uptake has grown from 200 hours of meetings in 2002 to a staggering 1700 hours in 2009 (see figure 1). This growth has happened organically with no advertising to end users. The university has said it will continue to expand its video conferencing network in line with demand.

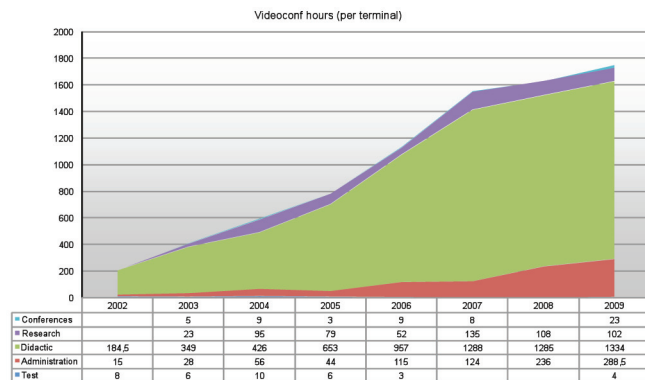


Figure 1

### Saving the day

Dr Mondini recounted one occasion where the Polycom solution saved the day. “We had a 10th anniversary event recently where the designated meeting room was substantially over subscribed. The event organisers asked our department for help so we set up a video conferencing endpoint in another large room in the same building and dialled up the existing VSX in the meeting room. When the event started, both rooms and all attendees were able to participate to the first class presentation with all the colour and drama.”

Return on investment (ROI), too, has been a major factor in the success of the video conferencing programme. Dr Mondini and his colleagues can demonstrate ROI figures that prove significant savings over conventional ‘live’ lectures in multiple locations (see figure 2).

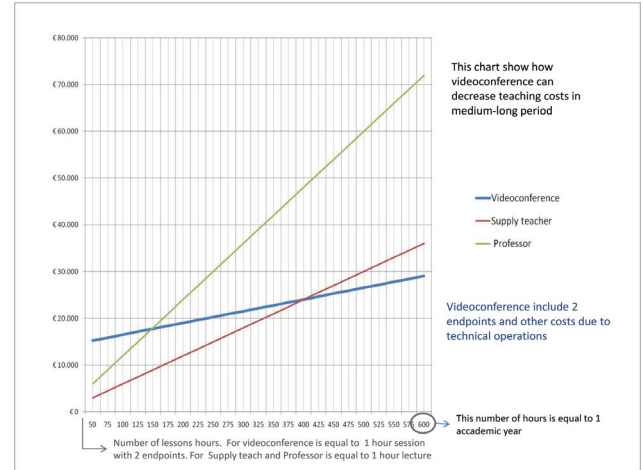


Figure 2

“Overall, one of the best features of our Polycom solution is the interoperability across the network,” Dr Mondini reported. “This is not necessarily just between our own endpoints, which are almost all exclusively Polycom, but when we collaborate with other institutions throughout Italy, Europe, Asia and the USA that have different video conferencing systems. Thanks to Polycom’s open standards, incompatibility just isn’t a problem.”

### Future plans

Dr Mondini has big plans for Polycom in the future with a programme of expansion of the student video conferencing network as well as an increase in the number of desktop endpoints.

“We are currently evaluating the Polycom Converged management Application™ (CMA™) solutions for desktop use. We also we plan to introduce new services, such as recording lessons and publishing them on the Internet as e-learning platform or podcasts,” Dr Mondini concluded. “We are very happy with Polycom, and look forward to many more years of partnership.”

### Learn more.

To find out how Polycom solutions can help your organisation, visit us at [www.polycom.eu](http://www.polycom.eu) or speak with a Polycom Account Representative.

**Polycom Worldwide Headquarters**  
4750 Willow Road  
Pleasanton, CA 94588  
1.800.POLYCOM or +1.925.924.6000  
[www.polycom.com](http://www.polycom.com)

**Polycom EMEA**  
270 Bath Road  
Slough, Berkshire SL1 4DX, UK  
0800 015 2882 or +44 (0)1753 723000  
[www.polycom.eu](http://www.polycom.eu)

**Polycom (Italy) Srl**  
Valesca Centre  
Largo Richini, 6  
20122 Milano, Italy  
+39 02.5821 5500  
[www.polycom.it](http://www.polycom.it)

