Unified Collaboration

The Future of Organisations

Bruce Callow
CTO, Information Services, Griffith University

Michael Deayton
Unified Collaboration Program Manager, Griffith University

Andrew Grose
Sales Manager, Cisco
Griffith University

Background

- Research and teaching institution
- Approx 43,000 students
- Online and on campus
- National / international reach
- 5 Campus
Thought Leadership

- 'To be a sustainable university' is one of five key goals in the University's Strategic Plan 2013-2017
- Engagement and collaboration is essential
- Integrated messaging, collaboration with an organization structure and services
- To work this needs to be easy and a culture
- Break down boundaries
  - Some schools working like discrete units on different campuses
  - Extend reach to external partners
Glentworth was engaged to identify/quantify benefits of enhanced collaboration methods and approaches within the University.

- Information gathering via surveys, interviews and document discovery
- Developed realistic scenarios of current and potential collaboration environments
- Quantified costs and impact of typical collaboration at key levels (Current State)
- Potential impact of enhanced collaboration tools & behaviours (Future State)
Some points to note:

● 59% of respondents regularly spend more than 1 hour travelling between campuses

● 10% of these respondents estimated they spent more than 5 hours in transit each week

● In 42% of these cases, the meeting lasted less than 1 hour.
Key Findings (Significant Benefit Opportunities)

- Productivity increases in key management roles
- Greater efficiency in conducting collaboration through cost and efficacy of the activity
- Reduced risk profile across operations managers’ collaboration activities
- Reduced impact in CO₂ emissions
- Reduced capital expenditure.

Apparent that enhanced and innovative collaboration methods and behaviours are essential to optimising Griffith University’s multi-campus service delivery model.
Validation

<table>
<thead>
<tr>
<th>Managers</th>
<th>Distance (km)</th>
<th>Days</th>
<th>CO₂</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total</td>
<td>142000</td>
<td>274</td>
<td>36t</td>
</tr>
<tr>
<td>Cost (Priv)</td>
<td>$195,960</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cost (Uni)</td>
<td>$78,100</td>
<td></td>
<td></td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>Teams with 2 members</th>
<th>Distance (km)</th>
<th>Days</th>
<th>CO₂</th>
</tr>
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<tbody>
<tr>
<td>Total</td>
<td>72600</td>
<td>142.5</td>
<td>19.5t</td>
</tr>
<tr>
<td>Cost (Priv)</td>
<td>$50,100</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cost (Uni)</td>
<td>$39,930</td>
<td></td>
<td></td>
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</table>

<table>
<thead>
<tr>
<th>Executives</th>
<th>Distance (km)</th>
<th>Days</th>
<th>CO₂</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total</td>
<td>63888</td>
<td>160.6</td>
<td>17.6t</td>
</tr>
<tr>
<td>Cost (Priv)</td>
<td>$44,077</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cost (Uni)</td>
<td>$35,145</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Total Time = 577 FTE Days
Km Travelled = 278,488
Total Vehicle Cost = $290,137 (priv veh)

Opportunity Cost =
2.5 FTE staff

Opportunity Cost =
4.6 vehicles per year

CO₂ Impact Reduction = 75 tonnes (requires 2700 x 25 yrs old pine trees to neutralise*)

Benefit and opportunity cost figures based on 20 operational management staff, 15 project teams with 2 members travelling within each and 11 executives as a sample of the University.

The Challenge

Too many silo’d Collaboration tools

- **Room Based VC Systems** Tandberg Video Conferencing rooms
- **Cloud based VC systems** EVO, AARNet Anywhere, Webex
- **Desktop VC applications** Sametime, Movi, Skype, iChat, Wimba
- **Research VC Systems** Access Grid systems
- **Staff Email** Lotus Notes Email, Google Apps
- **Document Storage** Sharepoint, Confluence, Google Apps
- **Telephones** NEC IQ360, DTERM
- **Mobile Devices** Tablets, Smartphones

No interconnectivity between tools

**Emerging trends**
- Mobile devices becoming pervasive
- Online competition in EDU market

Information Services - Griffith University
Collaboration Pilots

Small pilot of video and communication technologies
- NEC/Polycom Video phones – incumbent telephones
- IBM’s Sametime Unified Telephony (SUT) – incumbent email + IM
- Cisco Video Phones - fit well with incumbent Tandberg Videoconferencing

Moved Staff/Student email to Google Apps
- Microsoft/IBM solutions not viable due to outcome of the staff email project
- Testing phase of the pilot ruled out NEC
- Cisco video phones fit well with existing Tandberg/CUPC solution

Functions Explored
- Multiway Adhoc Video Conferencing
- Desktop and Application sharing
- Softphone client for desktops and mobile devices
- Power saving capabilities
- Presence & Single Number Reach
Enabling Projects

Several key projects in 2013/2014 that provide a solid UC base and lay the foundation for future UC expansion.

Key Projects:

- Building Network Upgrades (Switches, VLANs)
- Deployment of Cisco Video phones (2 years)
- Standardise VC Rooms
- Improve usability of VC touch pads
- Quality of Service
- Collaboration Infrastructure upgrade
- Webex Deployment
- Jabber Deployment
Where We Are Now

We now have a solid foundation on which to build and expand our UC environment.

Key components that are unified today:

● Video Phones
● Jabber
● Video Conference Rooms
● Teaching Seminar Rooms with Video Conferencing
● Mobile devices
Benefits

We are already seeing a wide variety of benefits:

- Reduction in travel between campuses
- New opportunities
  - Teaching to remote students
  - Remote lecturers teaching to campus based students
  - More engagement with our staff/students in Hospitals
  - Teaching across campuses with seminar rooms
  - Signing in lectures for hearing impaired students
  - Student consultations
  - Collaborating with researchers
  - HR interviews with remote/overseas candidates
  - More accessible meetings when ‘on the road’
  - More connectedness away from office
  - Improved work conditions for hearing impaired
Sustainability

We're just trading emissions.
Actual VC Room stats for 2014 & Q1 2015

<table>
<thead>
<tr>
<th>4. Estimated Savings from upgrades to Videoconferencing</th>
<th>2014</th>
<th>Q1 2015</th>
</tr>
</thead>
<tbody>
<tr>
<td>4.1 - distance saved (in kms)</td>
<td>365,396</td>
<td>115,593</td>
</tr>
<tr>
<td>4.2 - time saved (in hours)</td>
<td>22,747</td>
<td>7,263</td>
</tr>
<tr>
<td>4.3 - CO2e saved (in tonnes)</td>
<td>72.17</td>
<td>22.83</td>
</tr>
<tr>
<td>4.4 - costs saved (both staff &amp; travel costs)</td>
<td>$1,958,119</td>
<td>$624,489</td>
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</tbody>
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Based on toyota corolla 2012 taken from [www.carbonneutral.com.au](http://www.carbonneutral.com.au) Tonnes of carbon dioxide equivalent, this allows you to compare the emissions of other greenhouse gases relative to one unit of CO2

- Tracking for a 30-40% increase this year
- 4-5 additional VC Rooms in 2015.
Collaboration Stats on Video Phones/Jabber/Webex

<table>
<thead>
<tr>
<th></th>
<th>2014</th>
<th>Q1 2015</th>
</tr>
</thead>
<tbody>
<tr>
<td>5. Multi-Participant calls in 2014 (3 or more)</td>
<td>1868</td>
<td>782</td>
</tr>
<tr>
<td>6. Number of Webex Meetings held</td>
<td>1823</td>
<td>603</td>
</tr>
<tr>
<td>7. Number of Jabber Calls (inbound/outbound)</td>
<td>--</td>
<td>4671</td>
</tr>
</tbody>
</table>

- Multi-party calls tracking to increase at 15-20% in 2015
- Webex meetings tracking at 20-25% increase in 2015
- Jabber numbers show people quickly embracing the mobile technology
- Analysing the ‘rules’ to quantify benefits
Starting to build
2015 will see a variety of projects start to build on our UC foundations and extend them to become more useful to staff.

**Key Components Unifying in 2015**
- Jabber Guest
- Unified Messaging
- Webex (Cloud)

**Key UC Infrastructure Activities in 2015**
- Prime Collaboration (improved admin and reporting)
- Consolidate Benefits Analysis process for Phones/Jabber
- Capability to interact with MS Lync/Skype
Where to next?

- **Integrate with Google Apps**
  - Email, Docs, IM
  - Presence Integration
  - External development partner?

- **Expand student capability**
  - How does Webex fit with teaching pedagogy?
  - Provide student collaboration tools across campus & at home
    - Assignment Groups
  - Create ‘Industry Ready’ students
    - exposure to business collaboration tools
    - capability to work remotely
Gazing into the Future

The Future

NEXT EXIT
Back to the Future

Information Services - Griffith University
Driverless Cars
Hybrid Cloud Delivery
Robots as Educators
Questions

Collaboration does make sense!