



Challenge

The need for 2,200 Concern Worldwide personnel to be able to instantly, clearly and affordably communicate and collaborate visually with field managers in some of the most remote locations in the world.

Solution

- Vidyo Portal
- VidyoGateway
- VidyoDesktop
- VidyoMobile
- VidyoRoom HD 220



Making a Difference Where it is Most Needed: Concern Worldwide Offers Humanitarian Aid and Assistance to the World's Poorest Nations



According to Concern Worldwide, one million children around the world die each year due to hunger related issues, and one in every 6 people around the world do not get enough food to be healthy. Concern Worldwide is an international humanitarian organization established in the late 1960s in response to a famine in Biafra, West Africa. In its 45 year history, Concern

has worked in 50 countries and currently employs 3500 staff in 25 countries around the world, delivering programs that benefit 8.5 million people annually. The organization's vision is to help those living in the world's poorest countries to achieve real and lasting improvements in their lives. It assists global communities with humanitarian aid, response to emergencies, and long-term development - particularly focusing on education, health, and nutrition.

Key Results

- Access for employees to board, management, team meetings, inter-office collaborative sessions
- High quality visual and audio connection with field offices in remote areas of the globe
- Instant video communication for speedy decision-making in critical situations

For any charity, especially one that is as geographically dispersed as Concern - including field operations in extremely remote areas - logistical challenges and costs can be enormous. However, there are certain things that are fundamental to providing stricken communities with the aid that is needed. Having a reliable mode of communication is high on that list. In 2011, famine devastated Somalia; in 2010 an earthquake destroyed much of Haiti. Although Concern was already working in those locations, it needed to greatly scale its operations and communications to satisfy the demands of these emergencies -- coordinate efforts to bring food to people, ensure there was clean water, and protect children against disease. Speed is of the essence in these kinds of situations and Concern has come to recognize that using the right communications technology is the key to enabling its staff to make critical decisions quickly and clearly.

According to Vincent Richardson, CIO, Concern Worldwide, "Effective communications and collaboration has always been essential to an organization like Concern Worldwide, however the nature of how we've communicated over the years has dramatically changed. Twenty years ago effective communications could require having to drive four hours in a Land Cruiser to send a fax or make a phone call. Today Vidyo makes it possible to conference to the most obscure, underdeveloped locations on the planet ... and that's deeply powerful. What Vidyo offers us is a video conferencing platform that we can use broadly anywhere. It offers a paradigm shift in the way we do business. We can have the head of our US operation conferenced with the CEO of Concern in Dublin, with the country directors of Nairobi and Dar Salam...or wherever...all in one call, and incur zero cost."

“Most of these people are not in offices ... they're out on the road, in the field or traveling,” said Tom Arnold, CEO of Concern Worldwide. “Often, our people are working in hazardous and insecure conditions. To be able to communicate rapidly, in real time, with visual clarity, is extremely important. We needed a communications technology that would give us clear, up to the minute information. Vidyo provides that and we benefit from a higher level of assurance about our staff's safety and security which is of great importance to us as an organization.”

Making the decision to invest in Vidyo was a very straightforward process for Concern. The organization had several very specific criteria in mind. “The solution needed to work well in our existing environment,” said Richardson. “It had to perform very efficiently across IP networks ... over the Internet, without any special bandwidth allocation; without QoS or MPLS networks. That was crucial for us. Secondly, it had to work on as wide a variety of devices as possible. And, lastly, it had to be able to easily connect to a number of third-party systems that were still being used by some of our partners and other organizations.”

Concern was introduced to Vidyo's visual and audio conferencing platform by Videnda Distribution Ltd., a distributor of communications solutions based in Dublin, and immediately Richardson knew it was a great fit: “Vidyo met and even surpassed all of our expectations.” Concern's first experience using Vidyo was for a meeting with one of its field offices in Uganda. According to Richardson, “The results were astounding. It was like watching a broadcast quality transmission.”

Richardson explains, “When we invest in technology we are investing donor money – the money that people have donated to us to achieve our mission. So value and cost is something that is extremely important to us. Vidyo allows us to break down borders, to significantly reduce the amount of travel we have to undertake to complete our missions. It is a very economical tool set to implement and the cost-benefit with the reduced amount of travel is really quite astonishing. Another consideration is that you need to be sure that there is an evolutionary road map for that particular product. It has to be future-proof; it has to be able to evolve as technology evolves. In

the past, we have invested in technologies that haven't necessarily worked out. Legacy video conferencing is one of those examples. So we were very, very conscious that when selecting a new technology for video conferencing we chose the right one.”

Barry Roche works with Concern as an enterprise service manager. The way he sees it, prior to making the decision to invest in Vidyo, the evaluation process was critical. “We knew that a ‘first world’ solution wasn't really going to cut it. We work across multiple time zones; different connectivity requirements. We needed to make sure that this would work in the most robust environment as we could make it ... poor connectivity, very little IT support, and a user base that would not be very tech savvy. We needed to really ‘push the envelope’ with Vidyo to make sure it would meet this requirement. And it did so without a problem. We also looked at things like: would it work across platforms, would it work on a Mac, is it going to work on Android, on an iPad, will it work on a Microsoft Surface Tablet, will it work on XP, on Windows 7? And it has been absolutely clear that Vidyo is able to do all of that.

Another essential point to Roche is Vidyo's ability to easily scale. “As we expand our Vidyo offering across Concern worldwide, what is really great is that the Vidyo system is readily scalable ... it can be virtualized. We have multiple virtual environments across our infrastructure at this point, so what we expect to do is to deploy the Vidyo offering within the virtual infrastructure that already exists. And using the ‘follow the sun model’ we can deploy the licenses as it makes the most sense to us during the course of the working day.”

According to Tom Arnold, “As an international NGO, communications is at the heart of what we do. Vidyo enables us to, not only work with our colleagues within the organization, but increasingly, we're working with a very diverse set of partners. Whether they are funders, or people from governments of the countries we work in, or other NGOs. And what we're finding is that Vidyo is giving us the capability to conduct visual conversations with these people; that was simply out of the question before. Vidyo saves us time and money...and certainly helps us help others.”

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