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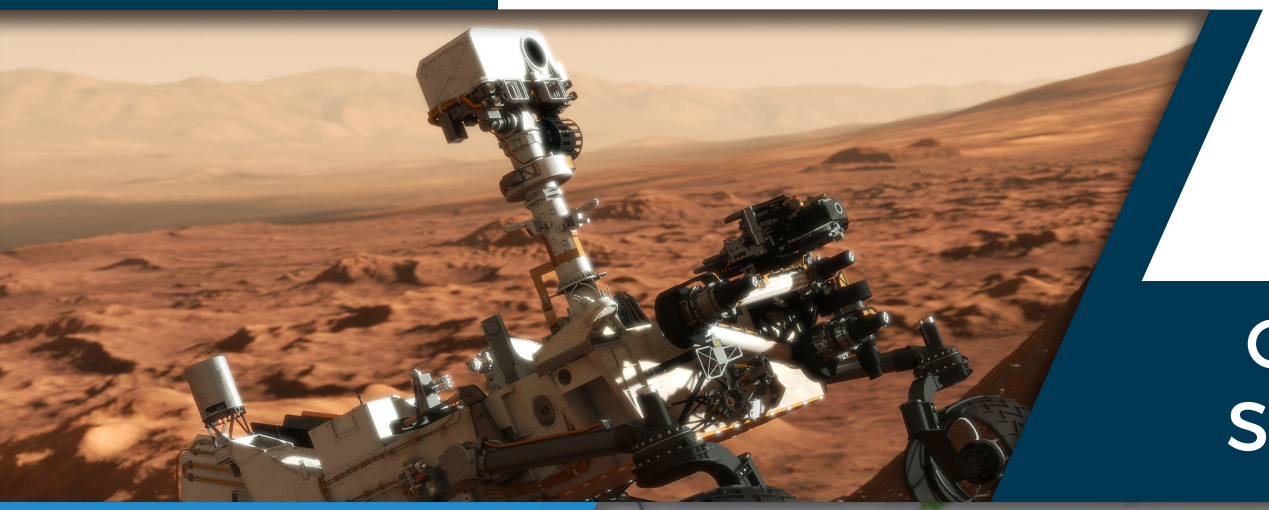
Jet Propulsion Laboratory
California Institute of Technology



Case Study

Conferencing Solution

PBXware & gloCOM

conferencing solution like the world had never seen before

The NASA Jet Propulsion Laboratory (JPL) is “the leading U.S. center for robotic exploration of the solar system.”

Based in California, JPL is a national research facility that combines some of the best minds in the world to complete missions that are, literally, out of this world.

As you can imagine, the technology at JPL is state-of-the-art and the expectation is for nothing short of excellence. The pressure was high and time was short, but Bicom Systems was up for the mission.

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The Challenge

The call from NASA came in and shot us into immediate action. They had six weeks until the end of the fiscal period and had to spend their quarterly budget by then. Their need was for a conferencing solution like the world had never seen before. With 600 scientists around the world, telecommunication is vital to projects at JPL.

If that was not enough, the project had some unique requirements.

The supervisor needed to organize and manage multiple conferences at once, listening to them simultaneously. Thankfully the brain power needed to keep up with a dozen conversations at once was their responsibility, not ours.

They needed a sophisticated yet simple visual display of conferences so that the supervisor could add and remove participants easily.

Because JPL works on a series of projects or missions, scientists are constantly rotating in and out. Their conferencing system must be quick and easy to learn.

Time simply cannot be lost each time a new scientist needs to jump on a conference.

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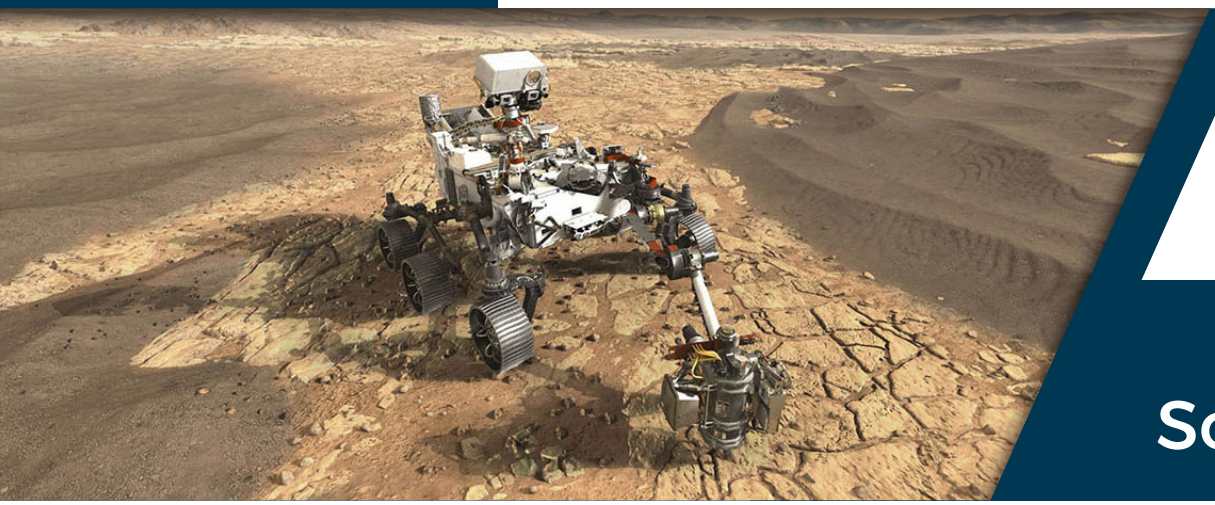


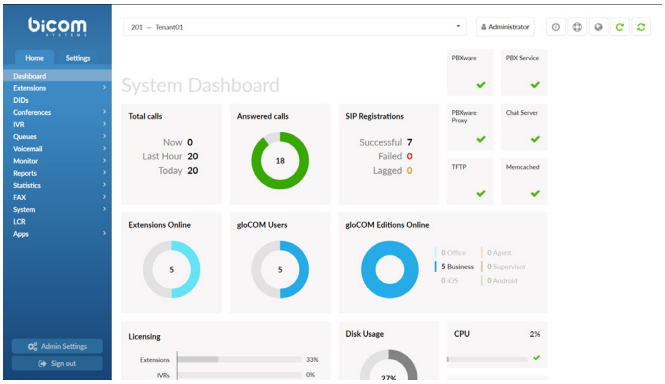
The Solution

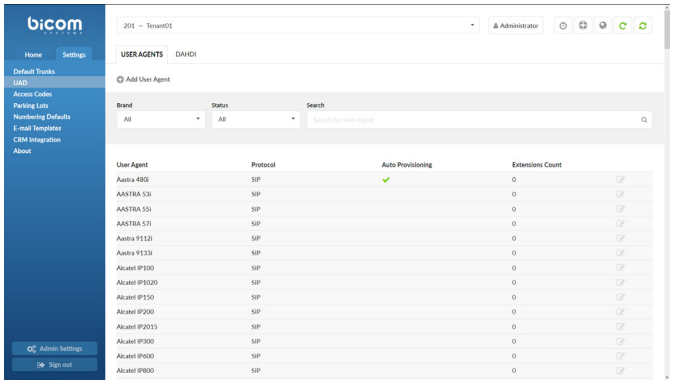
With a quarter of a million dollars and NASA-sized expectations on the table, we rolled up our sleeves and got to work.

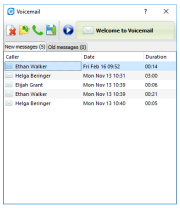
We developed a custom conferencing solution, taking PBXware further than any other PBX has gone before.

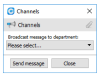
gloCOM in the Supervisor edition has an easy-to-use interface that facilitates multi-tasking and little learning curve. We installed a redundant solution for optimum reliability.

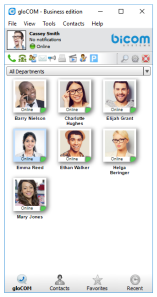
After doing the coding from our offices we flew to California for delivery.

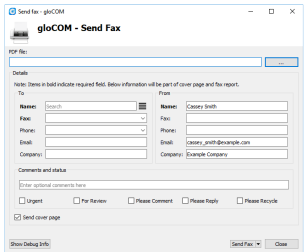












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The Implementation

The experience at the laboratory was unlike any of our other projects. Taken in under escort, we were not allowed to touch any of the equipment. Only U.S. citizens can touch the keyboards.

Despite the challenge, we installed our system and stayed for a week for testing and sign-off.

The Conclusion

With the deadline met and the quarterly budget exhausted, we left California and the laboratory for home.

The Jet Propulsion Laboratory reported that the new conferencing system was working perfectly, allowing the scientists and supervisors to collaborate without giving a second thought to the software before them.