



Collaboration

IMMERSIVE VIDEO HELPS AECOM IMPROVE PROJECT QUALITY AND DELIVERY TIMES THROUGH GLOBAL KNOWLEDGE SHARING

EXECUTIVE SUMMARY

AECOM

World leading provider of design, consulting, construction and management services



Challenge

- Enhance knowledge sharing and client project outcomes
- Improve productivity and speed to market
- Minimise travel costs and carbon footprint



Solution

- Cisco TelePresence solution
- Designed, installed and delivered as a fully-managed service



Results

- Time to market cut by as much as **40** per cent
- Project delivery timeframes significantly reduced
- Financial payback expected within **12** months
- Employees are more productive and travel less

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CHALLENGE

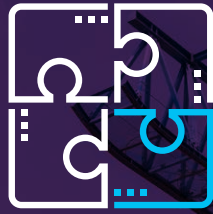
- AECOM innovation is everywhere. Its global network of experts develops solutions to the world's most complex challenges. Delivering clean water and energy. Building iconic skyscrapers. Planning new cities. Restoring damaged environments. Connecting people and economies with roads, bridges, tunnels and transit systems.
- Achieving these transformational outcomes depends heavily on slick, global collaboration. With more than 92,000 employees, multiple design centres and an ever-growing list of high-profile projects, its time-sensitive operations need to run in total harmony.
- Gurchetan Kalsi, Video Collaboration Lead Engineer, Information Technology, EMIA at AECOM, says: "Success comes down to connecting the right experts, tools and information – anytime, anywhere."
- Doing this with traditional point-to-point video conferencing systems was hard. There might be a wait for an available room. The systems were unreliable and not easily accessible to people outside the organisation. Because it was difficult to bring colleagues and subject matter experts into the conversation, it wasn't always possible to resolve issues on the spot. This impeded decision-making and created unnecessary follow-ups and email traffic.



"In response to these challenges – along with the need to reduce travel costs and our carbon footprint – we set about building a more open, effective collaboration model."

Gurchetan Kalsi,
Video Collaboration Lead Engineer,
Information Technology, EMIA, Aecom





SOLUTION



"We can always count on Creative for sound advice and a first class deployment, they know our network inside out. And they reduced total cost of ownership by offering a trade-in for our old equipment."

Gurchetan

THE SOLUTION

- ✓ Creative provided a complete solution, helping AECOM benchmark market-leading offerings and smoothly migrate to a fully-managed video conferencing service.
- ✓ The new solution allows staff to access immersive Cisco TelePresence via a range of endpoints. These include the SX10 for small huddle rooms, SX20 for medium sized offices, SX 80 for large conference rooms and the IX5000 Series for a full triple-screen telepresence experience.
- ✓ "Cisco TelePresence is very elegant and professional-looking, so it doesn't seem out of place in a boardroom or in front of clients," says Gurchetan. "It's also simple to operate, using the touch pad controls."



RESULTS

- ✓ Superior video collaboration is enabling AECOM to improve productivity and reduce travel globally. "People are meeting more frequently and having better quality interactions," says Gurchetan. "And we've taken a huge chunk of cost and downtime out of the business."
- ✓ Making better use of talent and resources is helping AECOM cut time to market by as much as 40 per cent. Project delivery timeframes have also significantly reduced.
- ✓ Operations run faster with less cost and effort. Engineers and designers review CAD drawings in real time from anywhere in the world. Account teams share sales insights and work jointly on tender responses. HR screens job applicants and rolls out training more quickly. And it's much easier for AECOM to federate video collaboration with customers and partners, further improving communications and service delivery across geographies and time zones
- ✓ For a global business like AECOM high quality audio and video adds a more engaging community feel to company-wide communications and executive briefings.

Gurchetan sums up: "Immersive telepresence provides a personal, intimate experience that you simply can't get with traditional video systems, while being able to quickly spot nuances like changes in a person's body language helps build stronger relationships."

The solution is expected to pay for itself within 12 months based on reduced travel costs alone. AECOM is currently working with Creative to evaluate the benefits of Cisco Jabber technology. This combines presence information and instant messaging with the ability to join telepresence sessions from desktops and mobile devices.

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Video Collaboration Lead Engineer, Information Technology,
EMIA, Aecom



WHEN IT COMES TO COLLABORATION, CREATIVE CLEARLY GETS THE CALL.



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