

LifeSize[®] Results

With the help of valued partner Venture Technologies, LifeSize HD Video Collaboration Solutions Modernize the City of Jackson

Organization

City of Jackson, Mississippi, USA

With a population of more than 175,000 in its city limits, the city of Jackson is Mississippi is the state's largest city and its capital. A thriving community in the southern border of the Mississippi Delta, the city is known as being a "city with soul," for its many cultural and musical contributions. Founded nearly 200 years ago, Jackson's leaders continue to support its citizens to meet today's challenges and make the city one of the greatest in the nation.

The city's local government is headed by Mayor Harvey Johnson, Jr., with the assistance of approximately 2,500 employees at his side.



› Mayor Harvey Johnson, Jr.

Challenge

 Leaders in the city of Jackson wanted to improve internal communications within and between departments, as well as provide a medium for the mayor to communicate directly to citizens via live and recorded video.

Solution

 The city invested in five interactive whiteboards, touch tablets for two of its departments, a LifeSize[®] Room 220™ multiparty video endpoint and LifeSize[®] Video Center™ for its city hall.

Results

 As a result of this project, the city has experienced improved internal collaboration and expedited decision making. Using LifeSize Video Center, the mayor is now able to communicate directly to citizens, rather than having to wait for a press conference.

Challenge



Jackson, Mississippi was in critical need of a technology update. Mayor Johnson made it a top priority of his administration to improve and centralize communications between departments and to provide a medium to communicate directly to the public. To achieve this goal, valued LifeSize partner Venture Technologies, helped the city of Jackson implement various technologies to fit each department's unique needs.

We are pleased to have this level of technology in the city of Jackson.

- Mayor Harvey Johnson, Jr.



Solution



First, the city installed five interactive whiteboards for teaching and collaboration. According to Fredrick Wilson, Acting Deputy Director (Technology) for the city, “During emergency and planning meetings in our Emergency Operations Center (EOC), everything used to be done on paper; we didn’t even have wireless. It was very slow, and there was no real communication between departments. Now, we can use our whiteboards to display reports from 911 (emergency calls), 311 (non-critical calls like trees down and debris), and information from Public Works via photos and videos on interactive maps. The large boards also allow us to view the weather channel live and see live footage from cameras all over the city so we are fully informed and prepared.”

Staff in the administrative building and the IT department also use whiteboards for interactive meetings and presentations, and the Police Training Academy uses the technology for training new recruits. “Before we used projectors for training, but now instructors can do digital white boarding and engage trainees in their presentations,” said Wilson.

Additionally, the city added three touch tablets for presenting, annotating and collaborating in their Public Works and Telecommunications departments.

“Public Works is our first line during inclement weather. They have crews that go into the field to identify needs such as blocked streets. Before, we had to wait until crews came back in to the office with their findings [for instruction]. It was slow and inefficient. The crews now use iPads to send video and photos back to the tablet for upper management to review. Using this technology, management can markup

photos with plans and dispatch trucks, equipment, and visual instructions quickly to the scene.”

Finally, the third key part to the city’s project was adding a LifeSize multipoint video conferencing system and LifeSize Video Center for recording and streaming video via the Internet.

“With LifeSize Video Center, the mayor can stream live video or share recorded video online directly to the public any time, not just during press conferences,” said Wilson. They also share city council meetings and other PEG network programming via LifeSize Video Center so that those who do not have cable can access these messages from any device via the Internet.”

“We will also use LifeSize Video Center internally to share recorded safety, management, defensive driving and other training videos with our staff,” Wilson added. “Our fire department will also allow the video center to share training via the Internet without having to travel to another facility. [And] LifeSize Video Center videos can be made public or secured for only certain groups or individuals.”

“LifeSize Video Center allows us to record and stream videos live to the public at anytime. Now we have the ability to cover council meetings and other events that can be streamed to individuals through this technology via Internet,” explained Mayor Johnson. “We are trying to make government more accessible to citizens and we’re using technology to do that. We are pleased to have this level of technology in the city of Jackson.”

Results



“After investing in LifeSize technology, I have received comments from our employees that they really love it and it has improved the efficiency of their work,” said Wilson. “They are excited about the technology and are looking forward to using video conferencing more extensively in the future.”

“These three technologies not only meet our individual department needs but they integrate well together,” continued Wilson. For instance, presentations made on the tablets in Public Works can be viewed live on other devices—whiteboards, laptops, tablets, smartphones, etc. All we have to do is send out a link to view the presentation.”

In the next phase, the city plans to start utilizing the LifeSize Room 220 unit, the tablets and whiteboards, which have all been configured together with webcams through laptops, to video conference between departments to cut travel time and speed decision making.

“I am committed to ensuring that the city of Jackson continues to invest in technology to improve vital services for our citizens, as well as to streamline processes for our staff,” said Mayor Johnson. “As we continue to

integrate emerging technology, our citizens will see greater efficiency, transparency and a new level of communication with city government.”

“We have been very satisfied with this project thus far,” concluded Wilson. “Venture let us demo all of these technologies before purchasing so we could pick the best fit for us. They also continued to work with us and served as a true partner after the sale. Venture helped train all of our employees—not just the technical staff. They were great helping us through this process.”



Headquarters
Austin, Texas, USA
+1 512 347 9300
Toll Free US +1 877 543 3749

EMEA Regional Office
Munich, Germany
+49 89 20 70 76 0
Toll Free Europe +00 8000 999 09 799

www.lifesize.com
E-mail info@lifesize.com

APAC Regional Office
Singapore
+65 6303 8370

Delivering the Ultimate Communication Experience

©2013 Logitech. All rights reserved. Information contained in this document is subject to change without notice. LifeSize is the registered trademark or trademark of Logitech. All other trademarks are the property of their respective owners.