

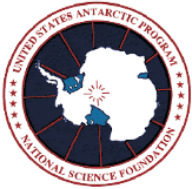
Case Study

Raytheon Polar Services Company

Engineering Industry



"The Ice" - A Nickname for Antarctica



"The National Science Foundation" funds and manages the U.S. Antarctic Program.

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While the world is getting smaller, there are still desolate corners of the globe that are difficult to communicate with. Companies that have research facilities in these far flung outposts often rely on techniques that do not require infrastructure such as dedicated land-lines. Compound a poor infrastructure with the harsh environment of the Antarctic where the temperature averages 40° below freezing and you have a less than perfect environment to communicate with the outside world. It is in this environment where you would find Raytheon Polar Services Company (RPSC). As a part of the \$20 billion, 100,000 employee Raytheon Company, RPSC provides scientific research to meet the needs of the National Science Foundation's Office of Polar Programs. Their research includes marine science, Antarctic ozone and sea ice as well as astronomical surveys for NASA.

The Issue - As they work with various government agencies on different projects, RPSC needs an effective method to communicate their findings to the outside world. While they use satellites to transmit data such as e-mail, it doesn't provide the bandwidth necessary for high-end video or other competitive collaborative technologies. RPSC needed a collaborative solution that included instant messaging and presence awareness as well as on-line meetings to discuss projects with personnel in North America. Since some of their personnel in Antarctica were on UNIX systems as well as Microsoft, they also required a solution that was fully cross-platform.

It is for these reasons that RPSC contacted BrightCom, a California based collaborative solutions company. BrightCom specializes in enterprise collaboration systems to surround and extend a company's infrastructure. In the case of Raytheon Polar Services Company, BrightCom was able to provide the collaborative tools to allow RPSC to communicate with other RPSC employees as well as companies back in North America. Using BrightCom's collaborative products, RPSC has been brought closer to the extended Raytheon family by increasing communication between the polar services group and their North American partners.

Raytheon utilizes two BrightCom products, the Versona Instant Messaging System (VIMS) for instant communication and presence awareness and the Visual Collaboration System (VCS) for scheduled meetings, application sharing and video conferences.

The Products - The BrightCom Visual Collaboration System is designed as a network appliance web conferencing system. As an integrated hardware and software solution, the BrightCom Visual Collaboration System eliminates the deployment time, challenges and costs of server based systems and offers richer features and lower costs than hosted solutions. In hosted solutions, too many users can slow performance for all participants. As a network appliance within your infrastructure, you're in control of how many participants access the server. As a result, the BrightCom Visual Collaboration System is ready to meet the challenges of your connected enterprise.

The Versona Instant Messaging System is an instant messaging solution with the security and scalability required in a corporate environment. It is a complete client/server application which provides a scalable instant messaging server and an integrated client designed for the enterprise market. Since it is fully interoperable with other public instant messaging services including AIM, MSN and Yahoo, users can access all of their instant messages from one client.

The Results - Since the installation of the BrightCom products, communication between RPSC and it's partner companies has increased 40% while communication within the polar services group has increased 60%. RPSC has found that instant messaging allows them to know when someone is there so they can get answers quicker. When they started using the VCS product for their meetings, it appeared as if people participated more in the discussion as they felt more a part of the meeting... even if they were 6,000 miles away.

The Future - What does the future hold for RPSC? They are currently evaluating additional advanced collaboration products from BrightCom to extend their existing environment as well as recommending the BrightCom solution to Raytheon as their corporate standard for communication and collaboration.