

U.S. Navy Case Study

U.S. Navy bases covered by video

“The U.S. Navy takes full advantage of interactive video communications,” says Jean Jones, program manager for Applied Global Technologies (AGT), the provider of Video Teletraining services for the U.S. Navy. “The network is in constant demand with a multitude of applications that allow Navy trainers, administrators, officers and enlisted personnel to video communicate on shore or at sea.”

With a recent 44-classroom nationwide implementation, the U.S. Navy standardized on Polycom interactive video communication systems for distance learning, ship-to-shore communications and family reunions for its personnel.

The U.S. Navy offers approximately 80 courses through video teletraining on subjects such as ammunition administration, operations security and hazardous material handling. Now, thanks to AGT’s recent installation of Polycom’s ViewStation group video communications systems, students on ship or at shore can learn face-to-face from an instructor. Soon, they will be able to access course information over the Internet from student computer workstations.

Polycom’s video communications systems have been installed as part of the Navy e-Learning system at naval shore sites, naval hospitals, universities and on aircraft carriers. The system is used for distance learning and video conferencing as well as ship-to-shore communications, family reunions for its personnel and sometimes for emergency communications.

“By using interactive video communications over its network, the Navy is able to deliver a complete and comprehensive training program,” says Jean Jones, program manager for Applied Global Technologies (AGT), the provider of video teletraining solutions for the U.S. Navy e-Learning system. “The Navy switched to Polycom because it wanted the flexibility to use both ISDN (Integrated Services Digital Network) and IP (Internet Protocol). Polycom’s ViewStation works with both and provides the kind of reliable, high-quality video and voice functionality the Navy needs.”

Following the U.S.S. Cole’s recent terrorist attack in Aden, Yemen, AGT and Polycom played an important role in the communications between personnel from Commander and Chief Atlantic Fleet

(CINCLANTFLT) and the U.S.S. Cole. CINCLANTFLT, the command in charge of the Atlantic fleet, tried to make contact with the U.S.S. Cole but had trouble maintaining a steady connection. They contacted Mary Vazquez, AGT's east coast Hub Technician for the Navy network, who was able to provide the bridge that successfully connected CINCLANTFLT and the ship. She used a Polycom system to troubleshoot the set up, making sure the video communications connection was clear and steady.

"I was there to connect the signals and assure quality," says Vazquez. "I couldn't have created a successful bridge without monitoring it. For that, I used a Polycom system which became an important part of the operation."

When the Navy e-Learning systems isn't being used for training, it accommodates a full schedule booked with conferences, pre-deployment briefings and family visits for sailors who can't make it home for holidays or special occasions.

"The U.S. Navy takes full advantage of interactive video communications," says Jones. "The network is in constant demand with a multitude of applications that allow Navy trainers, administrators, officers and enlisted personnel to video communicate on shore or at sea."