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**CASESTUDY**



**SUPPLY AND INSTALLATION  
OF OUTDOOR MOBILE VIDEO  
CONFERENCING SYSTEMS  
ACROSS THE STATE OF BIHAR**





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## THE CLIENT

The client in this case study is the esteemed Chief Minister of Bihar, whose vision and leadership play a pivotal role in shaping the state's progress. As a prominent figure responsible for governance and decision-making, the Chief Minister requires efficient and seamless communication tools to connect with constituents and stakeholders across Bihar, especially in the context of the challenges posed by the COVID-19 pandemic.

To fulfill this critical requirement, MASL, a top systems integrator, and IT Infrastructure company, steps in as a trusted partner.

Recognizing this need, MASL partnered with Bihar State Electronics Development Corporation (BELTRON) to provide a transformative solution.



## THE CHALLENGE



Before the implementation of the outdoor video conferencing system, the Bihar Government faced several challenges:

- Limited means of conducting virtual meetings and engagements.
- Absence of a portable solution for remote locations.
- Lack of seamless integration with the existing BSWAN VC System.
- Unreliable networking and bandwidth issues in remote areas.
- The need for on-site maintenance support and OEM backing.



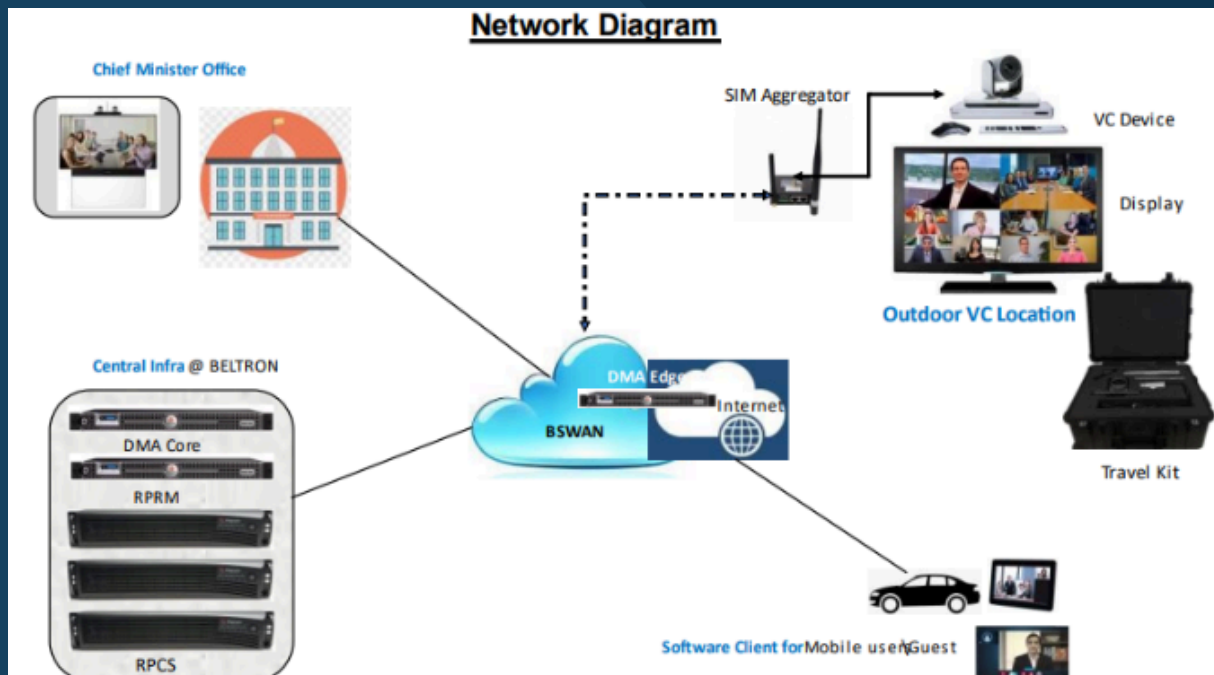


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## THE SEARCH

The government soon realized they needed a Best-in-Breed Solution. A vendor who specializes in IT Infrastructure and Technology. In the search process for the right vendor, they finalized MASL primarily because they found us the best IT infrastructure company with proficiency for esteemed clients in various Industry Verticals.





## SCOPE OF WORK

The comprehensive scope of work encompassed various facets to ensure the successful implementation and seamless functioning of the outdoor video conferencing system for the Bihar Government:

### System Design and Configuration:

- In-depth planning and configuration of the video conferencing system to meet the unique requirements of the Honorable Chief Minister's engagements and remote interactions.

### Customization and Integration:

- Tailoring the solution to align with the specific needs of the Bihar Government, ensuring a harmonious integration with existing systems for a unified and cohesive communication ecosystem.





## **Site Assessment and Deployment:**

- Conducting thorough site assessments at 76 remote locations to identify optimal placement and deployment of the video conferencing system, guaranteeing maximum effectiveness and coverage.

## **Infrastructure Enhancement:**

- Augmenting the existing infrastructure, both in terms of hardware and networking capabilities, to create a robust foundation for the video conferencing system's seamless operation across varied geographical landscapes.

## **Training and Capacity Building:**

- Providing extensive training sessions to government officials, ensuring they are well-versed in operating the video conferencing system effectively, promoting self-sufficiency, and reducing dependency on external support.

## **User Acceptance Testing (UAT):**

- Rigorous testing procedures, including UAT, to validate the functionality and performance of the entire system, ensuring that it aligns seamlessly with the workflow of government officials and meets the specified standards.

## **Documentation and Knowledge Transfer:**

- Preparing comprehensive documentation outlining system configurations, troubleshooting procedures, and operational guidelines. Facilitating a smooth knowledge transfer process to empower the Bihar Government's IT team with in-depth insights.





## **Bandwidth Management and Optimization:**

- Implementing advanced bandwidth management strategies to optimize the utilization of network resources, ensuring a consistent and high-quality video conferencing experience even in areas with limited connectivity.

## **Contingency Planning:**

- Developing robust contingency plans and failover mechanisms to mitigate potential disruptions, guaranteeing uninterrupted video conferencing sessions during unforeseen events or technical glitches.

## **Remote Monitoring and Support Infrastructure:**

- Establishing a state-of-the-art remote monitoring system to proactively identify and address potential issues, coupled with a robust support infrastructure to provide timely assistance and troubleshooting.

## **Feedback Mechanism:**

- Instituting a feedback mechanism to gather insights from end-users, facilitating continuous improvement and refinement of the video conferencing system based on real-world usage scenarios.

## **Compliance and Security Audits:**

- Conducting regular compliance audits to ensure adherence to industry standards and security protocols, safeguarding sensitive information exchanged during video conferencing sessions





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## **THE SOLUTION**

The implementation of the outdoor video conferencing system for the Bihar Government by MASL involved a strategic blend of cutting-edge technologies and innovative approaches to meet the diverse requirements of the project.

The tailored solutions were designed to address the unique challenges and objectives laid out, ensuring a seamless and effective communication platform for the Honorable Chief Minister and government officials.

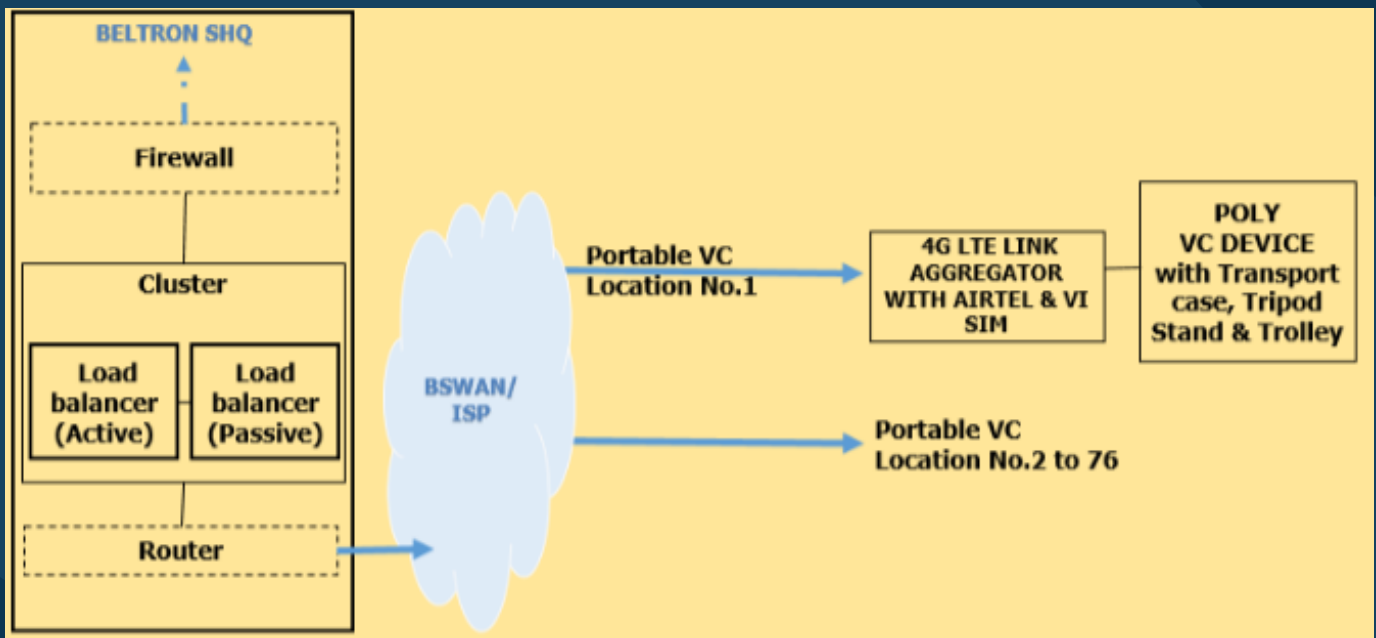






## Video Conferencing System with Portable Carrying Case:

- MASL introduced a user-friendly and intuitive video conferencing solution featuring the Poly Real Presence Group 1080p HD Video Conferencing Endpoint. The system, housed in a specially designed carrying case, provided portability, ease of setup, and flexibility for conducting outdoor video conferences effortlessly.



## Seamless Integration with Existing Infrastructure:

- Successful integration of the mobile VC system with the existing BSWAN VC System was achieved. This integration facilitated smooth multi-conferencing capabilities, enabling the Chief Minister to participate in virtual meetings with stakeholders and citizens across the state. The system supported H.323 and SIP functionalities for enhanced interoperability.





## **Networking Optimization with Bandwidth Provisioning:**

- MASL integrated networking equipment with the BSWAN Network to establish reliable and high-quality video conferencing connections from 76 remote locations. Bandwidth provisioning, involving 4G SIM/dongles with three years of recharge for each site, ensured optimal connectivity, even in areas with limited network infrastructure.

## **Security and Privacy Measures:**

- Robust security measures were implemented, including secure and encrypted communication channels, to safeguard sensitive government information during video conferencing sessions. Compliance with industry-standard security protocols ensured the privacy and confidentiality of all communications.

## **Sony Camcorder Integration for Enhanced Visuals:**

- To elevate the visual quality and capture intricate details during video conferencing sessions, MASL integrated Sony Camcorders. These camcorders boasted Full HD resolution and Carl Zeiss lenses, featuring 20x or more optical zoom, enhancing the overall visual experience.

By meticulously implementing these solutions, MASL ensured that the outdoor video conferencing system met and exceeded the project's objectives. The integration of technology, portability, security, and networking optimization contributed to a transformative communication experience for the Bihar Government, empowering them to engage with citizens and stakeholders efficiently and securely.





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## **THE OUTCOME**

The implementation of the outdoor video conferencing system by MASL for the Bihar Government yielded transformative results, revolutionizing communication and governance in the state.

The project's outcomes were aligned with the objectives set forth, and the comprehensive solutions implemented showcased significant improvements across various key performance indicators.





## **Streamlined Integration and User-Friendly Interface:**

- The seamless integration of video conferencing with existing setups resulted in a remarkable 60–65% immediate uptake among government officials, particularly the Chief Minister. The user-friendly interface enhanced accessibility and ease of use, contributing to a swift and effective adoption process.

## **Enhanced Efficiency and Time Savings:**

- The Bihar Government achieved a notable 30–35% reduction in communication time. Real-time collaboration and efficient scheduling capabilities curtailed the need for physical travel, eliminating time delays associated with in-person meetings. The implementation significantly optimized internal communication processes.

## **Cost-Effective Virtual Meetings:**

- MASL's solutions led to cost reduction through decreased travel expenses, including transportation and accommodation costs. The optimized bandwidth usage minimized connectivity expenses, resulting in a substantial 20–25% reduction in communication costs for government departments.

## **Robust System Reliability and Uptime:**

- The seamless integration with the BSWAN network ensured a dependable network infrastructure for uninterrupted video conferencing sessions. Proactive monitoring and timely upgrades by MASL minimized downtime and disruptions, guaranteeing a high level of system reliability.





## **Encouraging Cross-Department Collaboration:**

- The solution's seamless integration with existing video conferencing systems fostered effortless connectivity and collaboration among government officials from various departments. Ad hoc conferencing features and scheduling capabilities contributed to a surge of nearly 20% in collaborative endeavors.

## **Secure and Confidential Communication:**

- MASL's implementation of robust security measures, including encrypted communication channels, effectively safeguarded sensitive government information during video conferencing sessions. This ensured the privacy and confidentiality of all communications, meeting stringent security standards.

Overall, MASL's expertise and solutions empowered the Bihar Government with efficient, cost-effective, and secure video conferencing capabilities. The results showcased a significant positive impact on communication, collaboration, and governance, setting a benchmark for effective technology-driven interactions in the public sector.





**This case study highlights MASL's transformative role in revolutionizing Bihar Government's communication through seamless outdoor video conferencing. Immediate adoption, 30–35% time savings, 20–25% cost reduction, and enhanced collaboration showcase MASL's impactful solutions.**





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