

CASE STUDY TRAFFIC MINISTRY

SECTOR GOVERNMENT

Company Website:
<http://www.dgt.es/>

Traffic cameras and VoIP

Late 2002 Digital Samba was approached by the Spanish traffic ministry with the need for an advanced video conferencing solution with a twist. To be able to maintain a perfect grip on traffic activity throughout the country, technicians of the traffic ministry needed to be able to be in direct audio/video contact with immediate access to live video from all traffic cameras in the country.

The challenge

A variety of legacy systems and processes needed to be combined in a single, easy-to-use and universally accessible solution.

The existing ISDN infrastructure connecting the various ministry offices had to be used. To control costs, lines would only be raised once activity between the various end-points was initiated. An extremely limited bandwidth environment provided further design challenges. Users connecting from abroad were to be able to connect using nothing more than a web browser.

Intuitive interface

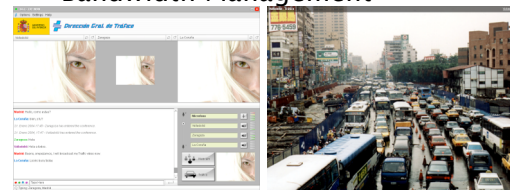
The staff that would be using the platform was not of technical nature. To keep training costs to a minimum an intuitive interface was designed which allowed even a novice to take part in interactive videoconferences with the same ease as picking a name out of a user list.

To take into account bandwidth restrictions but still be able to broadcast the best possible video image, the application was designed to be modal. Resources were either split between video conferencing participants or dedicated entirely to traffic cam video. At all times connected users remain connected via voice over IP.

Features

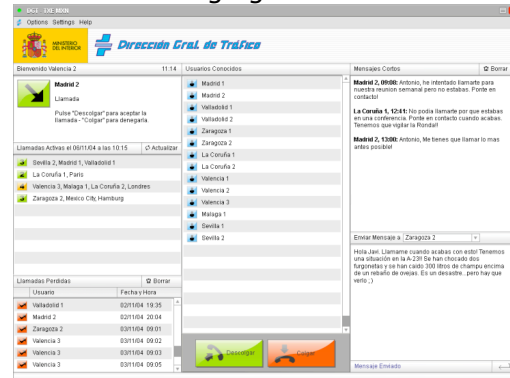
Live Room

- Voice Over IP
- Video Conferencing
- High Quality Traffic Cam Video
- Text Chat
- User list
- Bandwidth Management



Switchboard

- One-click-to-call
- User list
- Call Activity
- Missed Calls
- Text Messaging



Technical Roll-out

The system was installed on a central server in Madrid, each end-point runs the client software on a standard PC with a standard web cam / headset and connects to the server via a dedicated VPN. Each end-point PC is connected to the local traffic camera matrix via a video card and can relay any of his traffic camera feeds at any time. External users can connect via the Internet with a standard web browser. The system is being used by the DGT (Traffic Ministry) and Renfe (National Rail Service). Additional end-points are being added continuously.