



Benefits

Cross-Domain Scheduling

Allows sanitized scheduling data to be synchronized between Unclassified, Secret, and Top Secret instances of TC Reliance. An approved Boundary Protection Service handles sanitize data verification.

Real-Time

Monitors ongoing calls with direct feedback that improves call performance

Virtual Network Model

Provides rerouting of calls based on fault detection, improving enterprise performance

Low cost of ownership

Eliminates the complexity and expense of deploying multiple standalone applications and reduces manpower requirements

Easy to use

An intuitive Web-based interface spans all device management, scheduling, and conference management functions

Cost-effective

Invest only in the licenses you need and easily add licenses during network growth

High service success rate

Fully automated session control with a success rate of over 99% in building and ending video sessions

Manufacturer-Neutral

Manufacturer-neutral software ensures deployed assets have life expectancies driven by needs not manufacturer upgrade cycles

The Freeport TC Reliance 8.0 management and scheduling solution greatly simplifies the deployment, maintenance, and use of video and audio conferencing throughout your organization

TC Reliance is a highly scalable and comprehensive software platform that enables users and administrators of videoconferencing networks to deploy, schedule, manage, and automatically provision video communications. It harnesses the full power of video networks, bringing together individual users and resources, inside and outside an organization's network. TC Reliance makes video network management part of the everyday process, removing underutilization of resources and maximizing efficiency in the operation of the simplest to the most complex video networks.

Designed from the ground up to seamlessly integrate with video network hardware from multiple vendors the TC Reliance solution consolidates control of all manageable entities (including users, endpoints, platforms, and network resources) across all applications via a single intuitive interface.

As time and travel budgets continue to shrink, an organization's leadership in the marketplace will depend on its ability to utilize communications and video network resources. TC Reliance also enables an organization's use of video communications to meet the challenges that face global organizations and to do so within operational policies, resource limitations, and strategic objectives.

TC Reliance was awarded the Certificate of Networthiness (CoN) from the United States Army on June 28th 2013, Exp. June 28th 2016.

The CoN #201315715 link is found here at:

https://portal.aschq.army.mil/apps/networthiness/_layouts/NetcomCON/rqstcon2.aspx?requestId=7095

Freeport TC Reliance 8.0 Features and Functions

Fully Integrated System Approach

Ensures that new technologies are fitted into the enterprise at the systems level and optimized for total system performance, not individual component performance.

Integrated CDR Reporting

Call Detail Records include parameters necessary to evaluate network utilization; report data can be viewed online or exported in .CSV format for use in third-party applications.

Least Cost Routing

Optimizes network resources and lowers costs by automatically using IP backbone connections to long distance ISDN locations for ad-hoc and scheduled calls.

Notification System

Sends customizable e-mails to participants and key site personnel based on system events like call reservation, call modification, call cancellation, call faults, etc.

Customer Advisory Board

All TC Reliance customers are part of the Customer Advisory Board. This allows customers to provide direct feedback and feature suggestions to the Freeport development team for the next major software release.

Lower Total Cost of Ownership

Administrative capabilities have proven to lower the operation cost of managing a video network.

Full Schedule Synchronization with Microsoft Exchange®

Backend TC Reliance Exchange Integration Service facilitates bidirectional communication between TC Reliance and Microsoft Exchange®. By registering TC Reliance rooms with Exchange room resource mailboxes the integration service will monitor and synchronize all these rooms' scheduling events. This is a No-Impact or passive solution upon an IT Exchange network. No software is installed on client Outlook computers or on any Exchange servers. The Integration Service runs from the TC Reliance server and communicates through an Exchange account.

Scheduling & Conference Management

The TC Reliance Reservation Manager enables users to access a scheduling interface over the Internet or an intranet from a standard web browser. Unified Manager provides a simple and intuitive web-based interface for fully creating either an ad-hoc videoconference or a reservation for one or more future videoconferences. An authorized user can check the schedule for available sites, check for conflicts, and request a single or recurring conference. Users can add, delete, and modify single conferences or change a reservation to modify recurring conferences within that reservation. Users can also schedule and manage conferences using their own Microsoft Outlook® application. Scheduling rooms across multiple secure networks is accomplished through an approved Boundary Protection Service. Sanitized schedule information is synchronized between two or more secure instances of TC Reliance.

Features & Benefits

Increased user efficiency

- Fast and simple scheduling through a Web-based interface or Microsoft Outlook®
- Quickly view a calendar of scheduled conferences
- Manage in-conference settings through an intuitive Web-based Dashboard Interface

Fully-leveraged network assets

- Schedule multi-domain rooms for Unclassified, Secret, or Top Secret network domains.
- Automatic network resource load-balancing and bandwidth usage
- Seamless scheduling across ALL major conferencing vendor systems
- Automatic MCU selection allows scheduled calls to use the most appropriate MCU based on available resources or least cost routing

Improved conference management

- Pre-configured video templates for simplified setup across users, roles, and conference feature sets
- Quick access to meeting and conference schedules helps easily identify potential conflicts
- On-the-fly parameter modification of in-progress scheduled conferences, including video layout, participant mute and un-mute, and conference duration
- A wealth of standard System Reports, Reservation Reports, and Diagnostic Reports

Conference Automation

Conference Automation is a device and technology-neutral component that operates in real-time to automate scheduled videoconferences. Conference Automation provides control for the full spectrum of video network technologies, and is extensible as a network adds new sites, technologies, and devices. Conference Automation provisions and automates call control for video network devices, for starting and stopping the scheduled and ad-hoc interactive videoconferences or one-way video transmission. The Conference Automation services permit administrators to view the exact commands and feedback between the software and the video networking devices involved in the automation of the conferences. These views can be logged and saved for post-conference analysis.

Conference Automation includes the industry's most comprehensive set of device automation and management drivers. Drivers cover the spectrum of compression and transport technologies. These drivers all use management commands over a TCP/IP connection. This automation and management capability will automate the definition, starting, stopping, deleting, and status monitoring of the appropriate scheduled and ad-hoc videoconferences.

Features & Benefits

Ease of Use for Multi-Vendor Networks

- Handles difficult device configuration and call setup to ensure cross-vendor device communication
- Sets up and tears down network resources in the correct order which provides over a 99% call success rate
- Cascades calls across multi-vendor hardware infrastructure and call technologies

Automation and Management Drivers

- Polycom MGC-25, MGC-50, MGC-100
- Polycom RMX 1500, RMX 2000, RMX 4000
- Cisco/Tandberg MPS 200, MPS 800
- Cisco/Tandberg 4200, 4500
- Cisco/Tandberg MSE-8000

Administration

Administration is a client-based graphical user interface application for administrators of a video infrastructure. Administrators utilize the application and its associated utilities to initially model and define both the video network infrastructure and the customer-driven policies. The application serves as the aggregator of all videoconference activity information on the network, from scheduling and approval requests to device and conference activity status and errors.

Features & Benefits

Versatile Network Modeling

- Network Policy Definition
- Monitor and dynamically control network and videoconference activity
- Perform real-time event management
- Resolve scheduling or resource conflicts
- Modeling includes topology visualization, device configuration including cards and ports, and connections between video devices and the network infrastructure
- Bandwidth modeling between devices and locations
- Centralized control of video conferencing networks and resources to reduce support costs

Endpoint Device Management

- Schedule software updates to Tandberg and Polycom video endpoints – in groups or individually – to ensure timely, hassle-free system upgrades
- Provision endpoint configuration with known-good backups on a scheduled basis to ensure proper settings

Maximizes investment in video conferencing network

- Allows customers to model their video infrastructure including devices from manufacturers like Polycom, RADVISION, Tandberg, Sony as well as many others.
- Remains neutral to technology and hardware allowing it to manage, provision, and schedule across various video compression types and transport technologies including; H.323, H.320, Motion JPEG, MPEG-1&2, IP, ATM, ISDN, DS/3 and T1.
- Comprehensive management and control reduces IT resource support requirements.

Platform Highlights

Scheduling

- Reserve rooms and/or video resources
- Schedule simple or complex recurring conference reservations easily
- Enforce room request/room authorization process
- Cross-Domain multi-network room scheduling for Unclassified, Secret, and Top Secret meetings.

Microsoft Exchange™ Integration

- No Outlook™ client add-in required
- Full schedule synchronization between backend TC Reliance and Exchange servers

Conference Management Dashboard

- Complete conference overview on one screen in the conference/classroom
- Add/Delete Sites on the fly
- Add time to active conferences
- Mute/Un-mute participants
- Change participant layouts

Enterprise Room Control

- Control of camera pan, tilt, and zoom
- Select video input from camera, DVD, computer, aux., etc...
- Adjust audio volume

Global Support

- Handles every time zone for global video calls
- Includes rules to account for DST adjustments

Security

- Secure appliance-based architecture
- Extensive Access Rights and Privileges

Reliability

- Supports full redundancy with automatic failover

System Management

- Embedded setup wizard for initial configuration
- Auto-discovery of video endpoints
- Role-based permission levels
- Policy-based device / resource controls

Billing

- Billing Text File export utility
- Large number of conference parameters selectable for automatic billing generation

Conference Protocol Support

- E.164 Dialing
- H.320 (ISDN) and H.323 (IP) Video
- H.261, H.263, and H.264 Video protocol
- H.225.0 RAS and H.245 Media Control

Service and Support

Service support agreements are available for the Freeport TC Reliance 8.0 system, which provide for unlimited technical telephone support, and software updates (bug fixes / release upgrades). Please contact your Freeport sales representative for more details at sales@freeporttech.com.

Other Requirements

Server Hardware

- X86 or X64 1.0 GHz or higher multi-core processor
- 2 GB RAM

Server Software

- Windows Server® 2003 or 2008
- Microsoft SQL Server® 2005 or 2008

Network Client Hardware

- X86 or X64 500 MHz or higher processor
- 512 MB RAM

Network Client Software

- Windows Server® 2003 / Windows XP® SP2 / Windows 7®
- Microsoft® Internet Explorer® 6.x or higher
- Mozilla Firefox™ 1.5 or higher
- Microsoft® Silverlight™ 4.0 or higher



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