



VIDYO  
CASE STUDY

VERONA  
SICURA

# Verona Sicura

## VidyoConferencing™ Joins Forces with Italian Police to Help Heighten Security for Verona Citizens

### Improving the Security and Quality of Life in Verona

Seventy miles west of Venice, in the lovely Veneto region of Italy, is Verona; a city immortalized by Shakespeare, today home to approximately 265,000 inhabitants. It is one of the most popular tourist destinations in northern Italy, due to its artistic heritage, a variety of annual fairs, shows and operas staged in the Arena di Verona, an ancient amphitheatre built by the Romans, dating back to the first century A.D.

In this picturesque historic city that is so strongly tied to the most famous love story of all time, Romeo and Juliet, it's almost impossible to imagine the intrusion of any urban blight or criminal element. Yet, as in any global city of interest and importance, Verona depends on national and regional law enforcement to keep crime at a minimum and provide a safe, secure environment for its citizens and visitors.



Law enforcement in Italy is provided by five separate police forces -- Polizia di Stato, Carabinieri, Guardia di Finanza, Polizia Penitenziaria and Corpo Forestale dello Stato -- and a Questura in each of the 103 Italian provincial capitals, responsible for all of the activities carried out by the National Police within the province. For the sake of national and regional law enforcement and crime prevention, optimum communications between the different police groups is essential.

Last year, Questura di Verona recognized they needed to improve the ease and level of communications available to them for synchronizing and collaborating with the other law enforcement agencies during criminal investigations and in day-to-day interactions. This prompted them to begin one of their most important investigations ever: finding a way to create a single virtual communications center where Polizia, Guardia di Finanza and Carabinieri could exchange important information and be in continual visual and audio contact.

### Ease of Deployment – Ease of Use

Questura di Verona was introduced to VidyoConferencing™ through one of Vidyo's most significant ISP partners in Northeast Italy, Intesys Networking s.r.l. Since 2000, Intesys has been one of the region's leading providers of connectivity, networking and security services.

According to Giorgio Benedetti, CEO of Intesys Networking, "When Questura di Verona approached us with their requirements, we knew that Vidyo was exactly what they needed. With Vidyo we are able to offer them HD quality desktop videoconferencing, ease-of-use and a multitenant architecture. We knew they were looking for the best way to communicate with multiple parties across many miles. They also wanted to save time and the expense of traveling to meetings. For customers such as Questura di Verona, other videoconferencing solutions that require expensive equip-

### CHALLENGE:

How to establish telepresence-quality, continual multi-party video communications between a regional police force in Verona, Italy with the other primary national law enforcement agencies in Italy, using a fixed, limited budget.

### SOLUTION:

- 4 VidyoRoom HD100 systems
- 1 VidyoOne system
- 1 VidyoGateway
- 10 ports; 1 portal; 50 seats;
- 150 downloads

### RESULTS:

Low-cost, exceptional-quality videoconferencing that has allowed the Italian Police Forces to greatly improve their communication systems and reduce costs during investigations and daily law enforcement activities. The new Vidyo-based "virtual operations center" is responsible for a dramatic reduction in the number of physical meetings that are required to manage daily operations, enhancing productivity and saving time and money.



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ment and networks were not an option. Vidyo allows Intesys to meet the needs of customers such as Questura di Verona, who require highly reliable and exceptional video and audio quality, and, up until now, were unable to afford the cost of such a high-quality HD videoconferencing solution.”

“We had a limited budget but high expectations of what we wanted in a videoconferencing system,” said Dr. Vincenzo Stingone, the Head of Questura di Verona. “It was important that the quality of the video and audio was extremely good and that anyone, no matter where they were located, could connect to the communications system. We looked at other solutions, but they were not only too expensive, but also did not deliver the quality and the ease-of-use and access over the Internet that is possible with Vidyo.”

### VidyoConferencing: Savings of Time and Money

In February of 2010, VidyoConferencing was deployed for use by the Questura di Verona, quickly and easily. According to Dr. Stingone, “Our ‘virtual operations room’ has been a huge success throughout the law enforcement groups in our region. We have been using Vidyo 24/7 every day since it was first deployed. It has dramatically improved communications and reduced costs associated with our criminal investigations and beyond. The amount of time we had to travel to meet at the various locations has been hugely decreased since a much lower number of physical meetings are required to manage daily operations.”

More and more organizations and enterprises are finding that Vidyo’s solution addresses the primary challenges they face: the need for an affordable, HD videoconferencing solution that can be used by a variety of people in a variety of locations, both rooms AND desktops, connecting over general purpose IP networks like the Internet--while maintaining a high quality user experience.

While traditional videoconferencing products require significant IT resources in terms of costs and management of the system, the Vidyo system requires no network management, no administrator to set up calls and no reservations, since every participant has their own meeting room and ability to invite anyone to join their meeting via email. Just one single web-based admin console is needed for managing both Vidyo’s desktop and room systems.

Vidyo provides a personal telepresence experience that solves what has been the most fundamental videoconferencing quality problem experienced by videoconferencing users for years – LATENCY. Vidyo’s patented architecture based on the H.264 SVC standard eliminates 80% of the delay, freezing and audio loss that plagues traditional videoconferencing solutions. This groundbreaking solution delivers the Industry’s highest level of error resiliency. The result is a smooth, natural interactive experience between everyone who joins the conference. And since VidyoConferencing doesn’t require any specialized networks or hardware, participants can join from wherever they happen to be; on their laptops, desktops, room systems, Netbooks, and coming soon, on their smartphones and tablets!

Although Vidyo was implemented less than a year ago, the system’s value has already been assessed by the Questura di Verona. According to Vincenzo Stingone, “The permanent Vidyo audio and video connection between the operating rooms of our law enforcement centers is an advantage for all of our officers. Now they can communicate better than before, which translates into a guarantee of greater security for our citizens. Each law enforcement agency can now, in real time, know what others are doing, which helps us to avoid confusion and duplication of efforts during an emergency and at all times.”

### MORE INFO:

[www.vidyo.com](http://www.vidyo.com)  
<http://www.poliziadistato.it/articolo/10619-English>

### VIDYO, INC:

Phone: +1.866.99.VIDYO  
+1.866.998.4396  
+1.201.289.8597

Fax: +1.201.490.5340

Email: [VidyoInfo@vidyo.com](mailto:VidyoInfo@vidyo.com)

Web: [www.vidyo.com](http://www.vidyo.com)

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