Is Cloud Driving Telepresence?

Written by Bob Snyder
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A global provider of cloud managed video services, Glowpoint says it's seeing a marked increase in usage of immersive telepresence systems by end-users who also use cloud managed video services.

As recorded by Glowpoint's own telepresence management system, immersive telepresence end-users logged over 48,000 hours of meetings on immersive telepresence systems in the first half of 2011, which represents **a 102% increase in usage over the same period in 2010.**

If usage trends in 2011 follow 2010, usage could top 100,000 hours on immersive systems this year.

"Companies of all sizes are expanding their video deployments to include immersive telepresence," says Stephen Vobbe, Senior VP Glowpoint. "These numbers represent usage from companies who deployed immersive systems, from Cisco and from Polycom, with high-touch cloud managed video services to achieve a true in-person meeting experience. Just walk in and conduct business."

Immersive telepresence systems (used for larger, multi-participant mission critical video meetings as a replacement for face-to-face travel) has continued to see double digit growth, with Gartner predicting 25% CAGR in the number of multi-codec immersive systems sold through 2015.

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Gartner also predicts double digit growth in managed services for video, such as remote monitoring and helpdesk or concierge services.Given the critical nature of the meetings conducted over immersive telepresence, customers typically purchase cloud managed services for immersive systems such as remote monitoring for the room components and infrastructure, helpdesk and concierge support, and scheduling solutions.

Watch [Glowpoint Reports "Breakthrough Growth" in Immersive Telepresence Usage](#)