



The New Face of Government Communications

Video communications has become a critical component in the way Government agencies communicate domestically and abroad. Forging global relationships, improving the standards of armed services management, enabling real-time safety, security and response decisions as well as day-to-day inter-office communication are essential in a rapidly changing world.

Glowpoint is the recognized leading provider of Video Communications for the Government.

Government Solutions

Glowpoint makes video communication as spontaneous and easy to use as the telephone - with the power of face-to-face communications. Using Glowpoint, you can instantly place **broadcast quality video** calls to other offices, agencies or departments across the country and around the world. Glowpoint Government Solutions makes both day-to-day and mission critical use of video communications efficient and effective.

“The foundation of the State Department's IP-based video conferencing system is a dedicated network provided by Glowpoint Inc.”

Information Week, January 2005

Solutions Specifically Designed for Government

Glowpoint Government Solutions was designed to provide the Government and Public Sector agencies with the flexibility to use cost effective video communications in innovative ways to meet their day-to-day and mission critical communications needs.

- **Multi-Purpose:** Government customers are using Glowpoint to seamlessly link offices across the country, allowing them to hold cross-office meetings, agency-wide training sessions, conduct video depositions and interviews, collaborate on policy, share sensitive and timely information and activate surveillance programs.
- **Robust Network:** Glowpoint is the only IP-based carrier-grade service, with broadcast quality video, built specifically to handle the unique requirements of government based organizations, such as: guaranteed reliability, support for encryption technologies, global reach, customized billing, seamless connectivity with legacy ISDN systems worldwide, and the ability to support thousands of simultaneous calls across its network every month for government related organizations.



- **Flexible and Trackable Billing Programs:** Direct Dial video numbers and billing codes assigned to each video system allow billing based on Alias or Contract number.

Government Applications:

- Training/distance learning
- Tactical communications
- Secure communications
- Security and surveillance
- Emergency response
- Telemedicine



The Proven Choice for the US Government

Providing video to both federal and state governments at more than 133 individual office locations, Glowpoint is already delivering reliable, high-quality video solutions to:

- US State Department
- Department of Justice
- The US Army
- State Governments
- National Labor Relations Board
- General Service Administration (GSA)
- US Trustees Program
- Local Governments

Government Solutions

Government Solutions Include:



Live '000' Video Operators

Help is only a video call away. Simply dial '000' and instantly connect to a live Glowpoint Video Operator for immediate assistance.

Video Bridging "On Demand"

Spontaneous face-to-face group meetings. Personal, standard 10-digit direct dial video numbers allow Glowpoint users to easily host multiple participants on a video call at the same time with no advanced planning. Even audio-only callers can join in while away from the office.

Client Billing Code Capabilities

Make video calls a client billable service. Easily track every video call by client billing code to create more billable hours and revenue.

Record and Archive Services

Record video conferences, interviews, depositions, expert witnesses, job candidates and more for sharing and on-demand viewing at anytime. Event services also available.

Virtual Conference Room Attendant

The Glowpoint Virtual Conference Room Attendant allows callers to view a company greeting and easily leave video messages at anytime. Notification of new video messages is instantly forwarded via e-mail to a receptionist, executive assistant or any recipient you choose.

Glowpoint's Unlimited Video Calling Plans

No more pay-per-call charges. Glowpoint's Unlimited Video Calling Plans are available for law firms of all sizes, no matter what level of connectivity or ongoing usage you may need.

Video Assistant Services

Meet 'Lisa', the Glowpoint Video Call Assistant, who provides valuable information through a variety of full motion videos.

Client and Partner Video Plan

Enhance client locations and partner home offices with Glowpoint. Enjoy discounts on "All You Can See" Unlimited Video Calling Plans and advanced features.

Great International Savings

With global reach comes global savings. Connect to your international offices and clients without worrying about the cost. The Glowpoint Global Network offers significant cost savings on international video calls versus traditional ISDN charges.