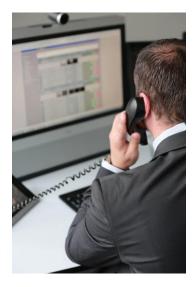# GMS Story 2 -Hunting The Ghost In The Machine

GMS engineers are passionate about their work. They are trained to the highest industry standards and have a work ethic that goes beyond the usual 9-to-5. When a perplexing challenge comes along they relish the chance to test their skills. Frequently changing technology in an evolving landscape of services, hardware and software means they have no shortage of opportunity.

As a specialist firm GMS often gets called in where other vendor's capabilities end. Recently GMS helped out a global AV provider who was struggling to solve a problem for their £1Bn-revenue legal customer, listed in the top 20 of UK law firms and one of the largest globally.

In this case the customer had a mixture of video conference endpoints and core network technology from multiple vendors. Since deployment a year previously they had suffered sporadic disconnects that had serious impacts on video meetings. Neither their internal IT department nor the incumbent AV provider were able to identify the reason for these disconnects, that could occur any time from a few minutes up to a few hours into a call.

This meant the firms' executives and customers had lost confidence in the videoconference service.

What the GMS engineer found was a mixture of software 'gatekeepers' running on shared servers at often 90 to 100% processor capacity, conflicting IP addresses, incorrect firewall settings, and a number of other deep technological issues. This mixture of half a dozen incorrect or traffic-dependant issues mean the process of debugging the network took some time. Patterns were very hard to replicate, and the multiple vendor environment and virtualised server setup further complicated matters.

With patience, expert knowledge and a methodical approach the GMS engineer was able to untangle the issues and find a clear resolution path. Once the historic issues had been rectified GMS wrote a best practice guide and recommended changes for the customer to implement.

Photos are of GMS staff using our industry-standard video toolsets in the GMS Frankfurt office.

In many firms the mixture of legacy and newer, more mobile-centric video technologies means the challenge to successfully deploy and administer networks is harder than ever. Asset depreciation cycles and increasing acquisition models mean few firms can afford to or want to rip-and-replace their existing hardware. Yet customers, staff and executives demand connectivity - from anywhere, on any device. This combination of demands means seamless, reliable delivery of visual collaboration is getting harder, not easier.

Who you choose to design and deliver your solution is critical to success. GMS can help you steer a course to a solution that you can afford and that will delight your customers, internal and external.