



“We’ve been providing video conferencing services for a while but only with ClearSea we finally managed to easily connect care institutions with a higher number of customers”.

Bas Zelissen, ICT Technical Consultant, MainPort Services

Customer profile

Name: MainPort

Country: Netherlands

Website: www.mainport.nl

MainPort Consultancy advises on the potential of the concept of i-Channel while MainPort Services provides the technology for various modules of i-Channel, such as touch screen, IPTV, visual communication and others. Delivery takes the form of projects. After a project MainPort Services also offers first and second line support.



Business need

MainPort offers its services through i-Channel, an interactive portal featuring a range of different services from video conferencing and video on demand to home motion functions. In order to extend its offer to a higher number of customers and service providers Mainport had to face an issue of interoperability between different standards. “Even if some enterprises such as **hospitals** and major **care institutions** use **H.323** systems and are willing to invest in expensive video conferencing infrastructure, the possibility to interact with their customers relies on the **capability of interoperate with SIP** based clients” says Bas Zelissen, ICT Technical Consultant at MainPort.

Solution

After evaluating a number of products, MainPort decided to include ClearSea into i-Channel, allowing their customer to benefit from SIP and H.323 interoperability. “As **ClearSea natively supports both standards** (SIP and H.323) it is a perfect fit for our needs” added Zelissen. Moreover, the availability of ClearSea client for mobile devices has given Mainport customers the opportunity **to access i-Channel from smartphones and tablets** as they were used to do from PCs or TVs.

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“Mainport has been investing on IP based services and open standards for a long time. As ClearSea natively supports both SIP and H.323 it is a perfect fit both for our current needs and for our long term strategy.”

Bas Zelissen



“We are pleased to see that our efforts in developing standards-based products meet the market needs.”

Cristoforo Mione, VP Marketing, Mirial

Results

Thanks to the addition of ClearSea to i-Channel, MainPort has enabled their subscriber to connect with their peers, carer and relatives through **easy to use devices such as PC or touchscreen tablets on their existing internet connection.**

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What’s next

MainPort is involved in the development of **Comfort Meeting Point**, a project involving nine major providers of care and comfort services. The project, worth approximately 1.5 million Euros, is meant to build a video network for the 110,000 households in Park City by 2012.

In preparation for the rollout **six pilots** have been started in the first half of 2011 with about **350 subscribers connected to various services and products through interactive visual communication.**

Each customer will have a personalized and dedicated solution with the services that fit his peculiar needs. Especially thought for **elderly care**, services range from **video connection to hospitals, emergency numbers or relatives** to on demand video content regarding self medication or bank/ insurance products to home functions.

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