



Search

- Software
- Security
- Cloud
- Mobility
- Social Business
- Big Data
- Windows
- Global CIO
- Government
- Healthcare
- Education
- Financial
- SMB

What you need to know. Now.

InformationWeek

Now Available on the iPad™

Available on the App Store

NEWS

Chambers' Telepresence Vision Sign Of Demand For Collaboration



J. Nicholas Hoover
Senior Editor, InformationWeek Government

See more from J. Nicholas [Connect directly with J. Nicholas: Bio | Contact](#)

Start The Discussion

Like Tweet +1 Share Submit Mail Print

Get InformationWeek Daily

Don't miss each day's hottest technology news, sent directly to your inbox, including occasional breaking news alerts.

[Subscribe](#)

Follow InformationWeek

(Page 3 of 3)

Quality and ease of use are only part of the reason businesses haven't bought into videoconferencing. Many don't see the value. Is this a mass market app like phone and E-mail--or a niche? "This is leading edge, so there's always a chance the technology won't work as we expect," Chambers admits. "Time will see if it plays out to the level that I hope it will in terms of functionality."

Others are trying. Besides Live Communicator, Microsoft has Live Communications Server and Live Meeting for face-to-face discussions. Tandberg and Polycom offer unified communications suites with high-definition video, but their products haven't set the market on fire. A report by Wainhouse Research in September characterized videoconferencing adoption as "a disappointment" and said some companies have actually decreased their use.

Among the believers, Cigna Healthcare recently began letting customers exchange written communications with physicians at a secure Web site, resulting in "virtual house calls."

"Telepresence could be more than a next step in this process--it has the potential to be a quantum leap," CIO Scott Storrer says. "This technology could enable us to provide members with video health coaching in their home and also connect them to their doctors in real time." The health care industry is likely to lead the way in video. Another likely leader is the court system, where some are experimenting with video appearances to avoid the cost and risk of shuttling accused criminals for every step in the process.

The promise is real, whether it's for a new generation of videoconferencing that delivers the feeling of a face-to-face meeting, or the more near-term goal of melding online interaction into a more manageable console. The need to support increasingly distributed workforces and business partnerships, as well as anticipate \$5-per-gallon gas and a flu pandemic, should at least put telepresence on the radar of business technology leaders. But cultural and technical barriers

MORE INSIGHTS

Webcasts

- Denial of Service and Data Breach Attacks: How Industry Information Sharing Helps Defeat Cyber Threats
- Enterprise Application Evolution: Hybrid Apps and the Cloud

[More >>](#)

White Papers

- When Disaster Strikes: Five Ways to Plan for and React to Supply Chain Disruptions with Cloud Technology
- Data center operational efficiency best practices

[More >>](#)

Reports

- IT's Stake in Vendor Turf Wars

UPCOMING EVENTS

Live Events | [WebCasts](#)

- Will SDN Make Me Homeless? - Interop New York
- Building Your Network for the Next 10 Years - Interop New York
- Next Generation Networking & SDN - Interop New York
- Hands-On Introduction to Common Hacking Tools - Interop New York
- Cloud Connect 2013: Amazon Web Services Bootcamp -

[More Live Events >>](#)

THIS WEEK'S ISSUE

- [What Every End User Should Know About Online Security](#)

could stall the market for years, just like they did for VoIP, Chambers' last killer app.

[More >>](#)

--With Elena Malykhina and Marianne Kolbasuk McGee

[« Previous Page](#) | [1](#) | [2](#) | [3](#)



ABOUT THE AUTHOR

Nick Hoover is a senior editor for InformationWeek Government, where he covers the federal IT sector. He has written numerous cover stories, features and news stories for the publication and ... [Continued](#)

[See more from J. Nicholas](#)

Connect directly with J. Nicholas: [Twitter](#) | [LinkedIn](#) | [Bio](#) | [Contact](#)

Start The Discussion

0 Likes

0 Tweets

0 +1s

+1

in Share

Share

Submit

Submit

submit

submit

Mail

Print

Related Reading

[News](#) [Commentary](#)

[Most Popular](#)

[Video](#) [Slideshow](#)

[DARPA Explores Undersea Platforms To Support Navy](#)

[Samsung Sets Smartwatch Tone With Galaxy Gear](#)

[Mozilla Unveils Firefox OS Developer Preview Phone](#)

[Army, Marines Get New Battlefield Computers](#)

[Microsoft-Nokia Deal: Impact On Government IT](#)

[SAP CIO: How We Do BYOD](#)

[White House Brainstorms With Businesses On Disaster Recovery](#)

[7 Wireless Router Problems And How To Solve Them](#)

[As Mobile Work Rises, 9-to-5 Jobs Decline](#)

[JustDelete.me Cleans Up Your Online Persona](#)

[Software Patches Eat Government IT's Lunch](#)

[Windows 8 Enterprise: Signs Of Life](#)

[More News >>](#)

[More Popular >>](#)

[More Videos >>](#)

Informationweek Discussions

Start the Discussion

[Login or Register to Comment](#)

[XML](#) [Subscribe to RSS](#)

RESOURCE LINKS

- [How To Architect, Deploy And Manage Your Storage Infrastructure](#)
- [Cloud Connect ? Cloud technologies, platforms and opportunities](#)
- [Get Today's Hottest Tech News, Direct To Inbox - Subscribe now!](#)
- [No Jitter – Daily blogging and analysis of enterprise IP-telephony](#)
- [Healthcare Cloud: The Future of Medical IT](#)
- [Get Expert Coverage Of Consumer Tech In Business On BYTE](#)
- [Government IT Intelligence, Direct To Your Inbox - Subscribe Now!](#)
- [Healthcare IT Intelligence, Direct To Your Inbox - Subscribe Now!](#)
- [Premier Research App For IT Pros - TechWeb Digital Library](#)
- [Achieve competitive advantage from disruptive trends](#)



- [Read the Cover Story](#)
- [Download This Issue](#)

[Subscribe Now](#)

[Back Issues](#)
[Must Reads & IT Trends](#)

SPECIAL ISSUE



- [Subscribe to InformationWeek](#)
- [Subscribe to Digital](#)
- [Download This Issue](#)

[Subscribe Now](#)

[Back Issues](#)
[Must Reads & IT Trends](#)

AGILE GOVERNMENT: OPEN, COLLABORATIVE, MOBILE

GTEC 2013
October 7-10, 2013 | Ottawa Convention Centre

[Save \\$200 on Conference Passes or a Free Expo Pass with Code BAIWK!](#)

FEATURED WHITEPAPERS

[What's this?](#)

- [SaaS and Cloud ERP Observations: Is Cloud ERP Right for you?](#)
- [Oracle ERP Cloud Service: Back-Office Solutions that Keep You in Front](#)
- [Protecting Mobile Device Users from Advanced Persistent Threats](#)
- [Mobile Security Guide: Protect Your Organization From Mobile Malware](#)
- [IDC Analyst Connection: Risk Management Considerations for Datacentres in 2013](#)

[More >](#)



FEATURED REPORTS

[What's this?](#)

- [Research: 2014 Federal Government IT Priorities](#)
- [Choosing and Implementing An Enterprise Database Encryption Strategy](#)

- Research: Beyond IT Service Management
- Strategy: Analyzing Vulnerabilities In Business-Critical Applications
- Buyer's Guide: Unified Backup & Restore

[More »](#)



Don't get lost in the cloud!
FREE ANALYTICS REPORT
 on cloud computing contracts
enterprise efficiency [Download it now!](#)



Don't get lost in the cloud!
FREE ANALYTICS REPORT
 on cloud computing contracts
enterprise efficiency [Download it now!](#)



VIDEO



WATCH: Bob Metcalfe Plans Ethernet's 40th



WATCH: CES 2013: It's A Wrap!



WATCH: Intel touts tablets, smartphones at CES ...

[View All Videos](#)



NOW FREE!
InformationWeek **reports** **THE ULTIMATE RESOURCE FOR IT, BY IT**
 Unlimited access to comprehensive research and analysis reports



FEATURED UBM TECH SITES: [InformationWeek](#) | [Network Computing](#) | [Dr. Dobb's](#) | [Dark Reading](#)

OUR MARKETS: [Business Technology](#) | [Channel](#) | [Electronics](#) | [Game & App Development](#)

Working With Us: [Advertising Contacts](#) | [Event Calendar](#) | [Tech Marketing Solutions](#) | [Corporate Site](#) | [Contact Us](#) / [Feedback](#)

[Terms of Service](#) | [Privacy Statement](#) | [Copyright © 2013 UBM Tech, All rights reserved](#)

[InformationWeek Home](#) » [News](#) » [Commentary](#) » [Video](#) » [Slideshows](#) » [Software](#) » [Security](#) » [Cloud](#) » [Mobility](#) » [Social Business](#)
 » [Personal Tech](#) » [Windows](#) » [Education](#) » [Global CIO](#) » [Government](#) » [Healthcare](#) » [Financial](#) » [SMB](#)

[About Us](#) » [Contact Us](#) » [Customer Support](#) » [Current Issue](#) » [Back Issues](#) » [Site Map](#) » [Reprints](#) » [Editorial Calendar](#)