# TACTICAL DIGITAL + PGi

Government Customer Success

# Federal Security Agency Relies on GlobalMeet® for Secure Collaboration

## Challenge

This large security agency headquartered in the Washington metropolitan area holds weekly status meetings where the field updates management on the week's occurrences. The agency presented PGi with a unique requirement for their meetings. They needed to be sure that only authorized participants joined the call to ensure confidentiality and privacy. Also, the field works remotely and wanted a conferencing tool that had mobile features as well as in-office functionality particularly for their crisis management meetings which need immediate attention and follow-up for resolution.

One final requirement of this agency (and any other government agency) is for billing and reporting that meet government contracting requirements. Invoices must show specific information called out in the departmental acquisitions regulations, and sub-totals must be shown for both contract line numbers, and cost center billing codes.

## PGi's Conferencing Solution

PGi's GlobalMeet all-in-one conferencing solution provides mobile and in-office collaboration whether it's just an audio call or the need to share visuals on the web. Multi-point video also offers meaningful interactions on mission critical communications.

PGi's collaboration engineers responded with a custom solution that gave meeting hosts a way to specify who could join a particular conference: unique PINs. It works this way:

Before the conference, the host uploads a list of names and PINs to PGi's portal. With GlobalMeet configured for this custom solution, PGi's bridges prompt each caller for the PIN. The PIN entered must be on the list of PINs for the caller to be connected to the conference. The system also checks for duplicate PIN entry. Only one caller with a valid PIN is allowed in. The second caller attempting to use the same PIN is denied entry.

**Industry**
Government

**Headquarters**
Washington DC

**Solution**
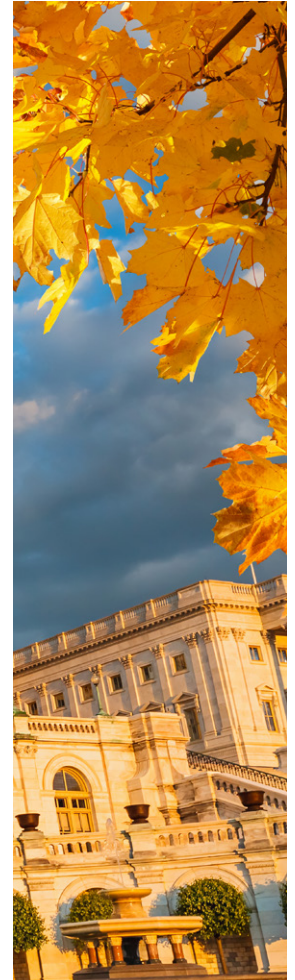GlobalMeet®

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After the call, the host can pull reports from the portal that shows all participant's names because of the name associated with the PIN on the PIN list that was uploaded.
For recurring meetings like the weekly status meeting, the list does not have to be uploaded every time. The list is persistent, and adds, deletes, and changes can be made online. This allows participants to remember and reuse their PINs week after week if the host allows.

This agency uses another GlobalMeet feature, one that everyone has access to.  They name their meetings. GlobalMeet conferences are assigned to individual hosts by name. But individual hosts can create unlimited multiple persistent conferences and name them using up to 50 characters. "Weekly Status Meeting" might be one, another might be named "Hurricane Response For [Town Name]".

## Tactical Digital's Government Contracting Solutions

PGi partners with Tactical Digital for their expertise in government technology solutions.  Tactical Digital has a proprietary billing and reporting platform that issues invoices and reports specifically tailored to each agency's unique requirements. They prepare a monthly report for this agency totaling the charges incurred by each specific Conference name.

When it comes time to hold a virtual meeting, all of the background work performed by PGi and Tactical Digital is seamless. Meeting hosts and participants can concentrate on the matter at hand with the assurance that important security and reporting requirements are in good hands and the entire collaboration solution is secure and reliable.

## For more information about PGi and Tactical Digital and Government Conferencing and Collaboration solutions, contact jimmy.gray@pgi.com

### About PGi
PGi is the world's largest dedicated provider of collaboration software and services. For more than 25 years, our broad portfolio of products has served the end-to-end collaboration needs of enterprises. Accessible anywhere, anytime and on any device, PGi's award-winning collaboration solutions drive productivity and teamwork for approximately 45,000 customers around the world.

### About Tactical Digital Corporation
Tactical Digital specializes in fully managed cloud services to government agencies and educational institutions to include Audio, Web, and Video Conferencing, VoIP Telephone Services, Electronic Fax, Messaging and Notification Services, Online Backup, E-Discovery and other Cloud Services. The company is headquartered in Virginia, just outside Washington, DC, holds a GSA IT Schedule 70 (GS-35F-048OR) for federal, state, and local government agencies and educational institutions.