



# Video Conferencing

By

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# TECO Energy (TE)

- TECO Energy is an S&P 500 energy company headquartered in Tampa, Florida. TECO Energy's four business units include:
  - **Tampa Electric**, a regulated electric utility serving nearly 670,000 customers in West Central Florida
  - **Peoples Gas System**, Florida's largest natural gas distribution utility
  - **TECO Coal**, producer of coal in Kentucky and Virginia
  - **TECO Guatemala**, owner of two power plants and an interest in Guatemala's largest distribution utility.



# Our Story

- Implemented Video Conferencing in 1986 - ISDN
- Y2K – Monitor critical areas
- 2003-2005 – New Business needs
- 2007 – Endpoint expansion & Infrastructure



## Then & Now

- Started with **7** endpoints
- Currently have **30** endpoints
- Florida, Kentucky, Guatemala
- Management software, bridge, Firewall traversal, gatekeepers & video recording device



# How We Use Video Conferencing

- Daily/Weekly Operational calls – 4 to 6 remote sites
- Plant Engineering Planning – Internal & External
- Fitness Wellness Programs – 8 remote sites
- Intra/Interstate & International – Florida, Kentucky, Guatemala
- Legal depositions – Internal & External
- Call Center staff meeting updates



# How We Did It

- Identified Business Needs
- Built Support model
- Trained Administrative Assistance
- Promoted Benefits – staff meetings & newsletter
  - Safety
  - Time Savings
  - Reduced travel costs
  - ROI
  - Functionality