University of Oriente, Santiago de Cuba

About organization

Founded in 1947, University of Oriente Santiago de Cuba is the largest higher educational institution in Cuba. More than eight thousand students in technical, humanitarian and natural & applied sciences study here. University of Oriente has an extensive network of branches throughout the Santiago de Cuba Province. The university branches operate in 9 municipalities.

Problem

University of Oriente continuously cooperates with foreign academics who actively participate in MA programs and review academic papers, theses and PhD dissertations. The university administration regularly allocated funds to organize foreign business trips for research fellows. In addition, university employees had to make frequent trips to Santiago de Cuba to participate in meetings and general university events.

Solution

Country:
Republic of Cuba

Field:
Education

Implementation:
2017

Website:
https://www.uo.edu.cu/

To solve this problem, the university administration required an easy-to-administer and easy-to-use video conferencing system. Seeking out a preferable solution, the university administration tested various cloud video conferencing services, including Skype, Hangouts, Webex and GoToMeeting, but none of them met the university's requirements. Most of the solutions had regional restrictions for Cuba, showed poor communication quality and provided limited compatibility with video conferencing equipment.

The university management referred to TrueConf Server, a video conferencing software server. The key factors that drove organization's decision were TrueConf Server financial viability and strong customer focus. After successful testing in the local network, the university administration decided to implement TrueConf Server video conferencing system in the existing university infrastructure.

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The university staff commends high quality of communication, cross-platform capability and competent technical support. TrueConf Server was extremely easy to deploy, while TrueConf accounts were distributed among multiple employees throughout the univesity branches. Employees use their own PCs or mobile devices with installed TrueConf application to connect to the server and participate in video conferences.

"TrueConf Server is one of the most complete and stable systems that we have deployed here in our network. We have also had great attention from technical support, who have always been able to answer all our questions".

— Ernesto Eduardo Diaz Conde,
System Administrator at University of Oriente Santiago de Cuba

Results

With TrueConf Server, University of Oriente unites 10 branches and more than 100 employees all over Cuba and abroad. The university administration significantly reduced its costs on foreign business trips, while university employees were given an opportunity to participate in conferences and engage in projects remotely. The management reorganized its staff remote work and established a stable connection with foreign colleagues

www.trueconf.com