Ministry of Technology and Communications of Laos

About organization

eGovernment Center, under the Ministry of Technology and Communications, implements the digital transformation for the public sector in Lao People's Democratic Republic. Its main responsibilities include the development of government infrastructure, national digitization standards, and government software framework. eGovernment Center encourages adoption of information and communication technologies across ministries, departments, provinces, districts and villages of Lao PDR and focuses on the Smart Government project incorporation through electronic delivery channels.

Challenge

During the recent wave of COVID-19, Lao PDR saw a drastic increase in infected cases across the country, leading to the national lockdown. Laos's government network consists of a number of ministries that had been using different legacy communication systems to facilitate remote interaction within their respective agencies.

Apart from lacking compatibility, these solutions were hosted outside the sovereign country, raising serious concern over government security. The communication systems in use displayed poor performance in changing network conditions due to international bandwidth limitations. Finally, they could not support large scale meetings and did not deliver high quality video conferencing for effective communication between ministries, administrative provinces and sub-districts of Lao PDR, accounting for several thousands of PC and mobile devices.

eGovernment Center sought for an easily scalable unified communications solution, which could be deployed on-premises and hosted securely within the government network, allowing for remote communication between the agencies. The video conferencing system should be able to provide reliable performance across variable bandwidths and devices and integrate easily with existing multi-vendor video conferencing solutions by Logitech, Dell, Polycom, and Huawei.

Country:
Lao People's Democratic Republic

Field:
Government

Implementation:
2020

Website:
https://www.mtc.gov.la/

Solution

TrueConf video conferencing system has managed to meet all the requirements of eGovernment Center. The solution provides unprecedented security of government communications and complies with local data safety regulations. TrueConf is easily scalable and is completely compatible with existing video conferencing infrastructure, playing nicely with meeting solutions and AV devices of other vendors.

Thanks to SVC-based architecture, TrueConf offers reliable video conferencing even in low bandwidth. What's more, it can also operate offline without internet connection in LAN/VPN. The solution can host 4K virtual meetings for up to 1,000 users, which is quite important for holding city councils and country-wide teleconferencing sessions. Government officials at the remote provinces, whose Internet connection is less stable, were able to join from their smartphones via mobile wireless networks and collaborate without limits.

"TrueConf allows us to hold secure meetings with officials in different ministries, being sure that our data resides within the government network. With TrueConf, we no longer require any other video conferencing system."

— Dr. Vatthana Norlintha, Deputy Permanent Secretary, Permanent Secretary Office, Ministry of Investment and Planning

Results

In the midst of the coronavirus outbreak, TrueConf has empowered Laos government employees to stay productive and communicate on a daily basis. The solution has allowed administration to carry out video conferencing sessions between central government, line ministries, and provincial offices to resolve the situation in a timely manner and provide remote services during the pandemic.

eGovernment Center is making plans to continue to leverage TrueConf in their daily operations as they transition to post-pandemic life.