



Technology Innovation Market Engineering Award

AWARD DESCRIPTION

The Frost & Sullivan Market Engineering Award for Technology Innovation is given to the company that has demonstrated technological superiority within its industry. This award recognizes the ability of the company to successfully develop and introduce new technology, formulate a well-designed product, and make significant product performance contributions to the industry.

RESEARCH METHODOLOGY

To choose the recipient of this award, the analyst team tracks emerging and existing technologies, as well as R&D developments. This is accomplished through interviews with major market participants and extensive secondary research. Also considered are elements such as product launches, customer acceptance, penetration rates, and time to market. Finally, competitors are compared and ranked for relative position. Frost & Sullivan then presents the award to the company that received the number one industry rank.

MEASUREMENT CRITERIA

In addition to the methodology described above, specific criteria are used to determine the final competitor rankings in this industry. The award recipient has excelled based on one or more of the following criteria:

- Technology innovation contrasted against competitors
- Features and functionality of the new product
- Competitive advantage of new product in the industry
- Significance of new product in the industry
- Breadth of vendor devices and networks covered
- New product/process introduction
- Time to market and first to market
- Adoption rate
- Product acceptance in the marketplace
- Number of competitors with similar product(s)
- R&D expenditures

Award Winner: Forgent Networks

Forgent Networks has received Frost & Sullivan's technology innovation award for its Video Network Platform (VNP) and for its turnkey VideoWorks solution. VNP offers a tightly integrated software module for monitoring network activity, tracking network performance, and watching over video applications.

The key features of VNP which make it an attractive solution are its extensive management capabilities, scheduling and conference automation features (with the addition of its Global Scheduling System in the VideoWorks package), and its intuitive graphical user interface which can operate across multiple vendors' solutions over both ISDN and IP networks.

VNP is compatible with and offers the same depth of functionality for over 80 percent of the videoconferencing vendors' devices including Avaya, Cisco, Ezenia, Polycom, RADVision, Tandberg, and VTEL.

VNP easily pinpoints the connectivity problems and performance slowdowns making troubleshooting application bottlenecks easy with its at-a-glance identification of problems and their causes.

Forgent has consistently demonstrated good "time to market" for VNP valued by many. Within five months of shipping VNP, Forgent has built a customer base of 12 users, including Aetna US Healthcare, International Video-Conferencing, Inc. (IVCi), Vanguard Financial, showing that the platform is fast gaining traction among videoconferencing end-users.

Many end-users are now actively deploying multi-vendor devices on their networks as the technology choices in the hardware endpoint and infrastructure systems markets are widening. These end-users may be reluctant to implement two to three management systems to support each vendors' hardware. Forgent has taken a large step in the direction of promoting open platforms that will take videoconferencing out of its current world of proprietary architectures to offer end-users functionality across multiple vendors and multiple protocols.

By making substantial technology initiatives and an enviable business portfolio, Forgent is well positioned to reap the benefits of the immense opportunities that are just starting to emerge in the area of VNM systems and eventually converged network management solutions.