Echo360 clients around the world are reaching out to us in support of their contingency plans related to the COVID-19 virus. Our clients regularly rely on Echo360 to maintain business continuity during natural disasters and other times of crisis. With the global nature of the current outbreak, many clients are asking if we will be able to handle the dramatically increased load needed to reach students in quarantined areas and a move to full online delivery in the event of campus closures. We are providing this information to assure you that Echo360 is ready to support your needs, both technologically and organizationally.

Will the Echo360 platform scale to meet dramatic increases in live streaming and video on demand viewing?
The Echo360 platform was built from the beginning to be a multi-tenant application and our systems are designed to automatically scale as demand increases. We regularly leverage our automation to scale discrete, independent services up and down throughout the day to respond appropriately to changes in traffic and resource demands. Constant testing of our auto-scaling capabilities ensures that when we do see a large increase in demand, we can manage it. If customers schedule live events, Echo360 will provision sufficient capacity in advance of these scheduled events to ensure that capacity can meet demand.

How will Amazon Web Services (AWS) support Echo360 in scaling?
Echo360 has AWS Enterprise Support, which specifically covers these scenarios. AWS has put together a team of support and technical resources and made them directly available to our team. This team is helping us review our current provisioning limits and expedite any changes. They will also monitor our scaling events internally and if any issues do arise, we can work together immediately to resolve them before they affect end users.

How can the Echo360 Platform be used to maintain business continuity?
Echo360 supports several online learning methods including active video learning, live streaming with active learning, and video integrated into the LMS for online courses. Students can take notes, ask and respond to questions, answer polls, and indicate confusion when reviewing videos or participating in live classes remotely. With this type of engagement, research shows that students learn just as well remotely as they do in class, so we believe that Echo360 an indispensable component of your contingency plans.

What support is available for contingency planning?
Our entire organization is prepared to support the needs of our clients in an emergency situation and we have been working closely with our clients in the Asia-Pacific region who are already affected by the current outbreak. If you need any type of support for contingency planning, please contact your Echo360 representative or Support team. Helping our clients maintain and scale services is our top priority at this time.