AASTRA CLEARSPAN: CAMPUS PHONE SYSTEM

IT SERVICES Tech Talk
TUESDAY, FEBRUARY 24, 2015

CURRENT PHONE SYSTEM

• AT&T (now Avaya) Definity G3i traditional PBX, installed in 1995
• Mix of digital and analog phone lines
• AT&T provides local, inbound long distance, and inbound toll free
• CenturyLink provides outbound long distance
• System is functional, but lacks modern features
• System is expensive and difficult to maintain
EVALUATION PROCESS

- 18 month assessment of potential replacement systems
- Considered traditional PBX, on-premise voice over IP, and hosted (cloud) voice over IP solutions
- Focused on VoIP systems, which offer the following benefits:
  - Leverages the existing campus data network for voice communication
  - Broad range of vendors and features
  - Reduces ongoing expenses of voice cable plant
  - Lower maintenance costs
  - Simplified management and easier adds, moves, and changes

ON-PREMISE VS. CLOUD

- On-Premise
  - Similar to traditional PBX
  - Familiar
  - Large up-front costs for equipment purchase, but lower ongoing costs
  - Higher management, maintenance, and utility costs
- Cloud
  - Primary phone system resides off campus
  - Lower up-front costs, but monthly per-line fee
  - Cost spread over many customers and many more phone lines
  - Improved redundancy
THE NEW SYSTEM: AASTRA CLEARSPAN

- Strong feature set
- Quality phone sets
- Highly redundant
- Leverages Internet2 service
- Internet2 consortium agreement – good understanding of higher education

CLEARSPAN SESSION BORDER CONTROLLERS
INBOUND/OUTBOUND PHONE SERVICE

• Inbound/outbound service provided by Level3
• SIP service, runs over campus Internet2 connection
• Cost reduced by leveraging the existing Internet2 circuit

FEATURES

• Full duplex speaker phones
• Inbound caller ID
• Voice mail / email integration
• Callers list
• Ability to simultaneously ring office and cell phone
• Ability to seamlessly move calls from office phone to cell phone
FEATURES (CONTINUED)

• Long distance code required only for international calling
• Integrated campus phone directory
• Integrated desktop application
• Enhanced 911

COMMUNICATOR SOFTWARE
IMPLEMENTATION TIMELINE

• March 2       Final test and turn-up
• March 3-11     New VoIP phones placed in campus offices
• March 12      Current phone numbers “ported” to new system
  • Some downtime for analog phones (e.g. fax machines)
• March 13-20    Aastra Help Desk operational
• March 16-20    On-campus training
• March 16-May 1 New feature roll-out

GUIDING PRINCIPLES

• If we have correctly identified 95% of phones in use, that still leaves 30 phones to resolve after cutover
• On March 12 and immediately after, we will focus on:
  • ensuring all phones are placed and working
  • Inbound/outbound calling and voice mail are functional
  • Analog phone lines moved over and functional
• Week of March 16
  • Training and feature roll-out
  • Begin new feature rollout, which continues throughout the spring
PHONES

• Demo in Baxter Lounge
• All staff will have the same phone
• Public phones, shared office phones, student work areas will have similar but slightly less fancy phones
• Conference rooms will have special conference phones, with multidirectional microphones and speakers