

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

CURRENT PHONE SYSTEM



CURRENT PHONE SYSTEM



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

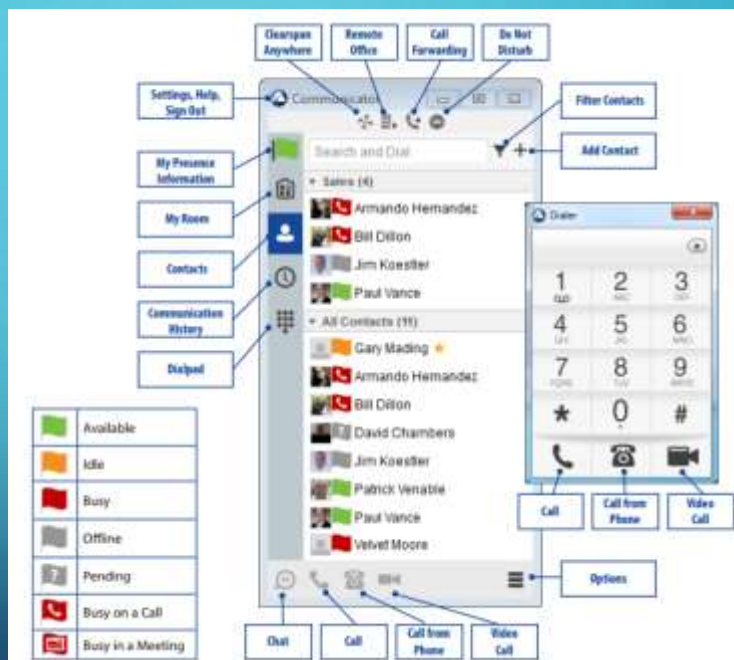
FEATURES

- 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