



OVERVIEW

The University of Alaska Anchorage engaged WWT to overhaul their aging PBX-based telecommunications system and implement a VOIP telephony solution for approximately 39 University facilities.

WWT planned, designed and implemented a custom solution for the University using Cisco technology to create the scalable communications infrastructure necessary to support their growing multi-campus climate.

KEY BENEFITS

- Scalable VOIP Solution to Meet Future Demand
- Campus-wide 4-Digit Dialing Plan
- Consistent Call Center Application for Greater Flexibility
- Significantly Reduced Maintenance and Operating Costs
- Improved Security Capabilities

ABOUT UNIVERSITY OF ALASKA ANCHORAGE

The largest university in the state of Alaska, UAA comprises eight teaching units at the Anchorage campus. There are also five UAA community campuses: Matanuska-Susitna College, Kenai Peninsula College, Kodiak College and Prince William Sound Community College.

UAA also provides higher education opportunities to Armed Services personnel throughout the state of Alaska. Visit www.uaa.alaska.edu to learn more.

UNIVERSITY OF ALASKA ANCHORAGE

World Wide Technology Designs and Implements Scalable VOIP Telephony Solution for State's Largest University

CHALLENGE

The University of Alaska Anchorage (UAA) needed to update its entire telecommunications system as they lacked comprehensive maintenance and support for their aging PBX system. While the University was doing time and materials repairs on an as-needed basis, there were concerns that the entire system would eventually fail.

UAA had both the need and desire to expand functionality and acquire advanced features associated with Voice Over Internet Protocol (VOIP) that are simply not available with a traditional PBX system, such as unified messaging, unified communications and Emergency 911 services.

Lacking the in-house expertise and seasoned staff to take on the network changes required to deploy a new voice system across nearly 40 facilities, the UAA looked to World Wide Technology (WWT) as a systems expert and end-to-end VOIP solution provider to plan, design and implement a new scalable VOIP telephony system.



SOLUTION

WWT created a custom VOIP telephony solution for the UAA comprised of people, processes and a strong strategic partnership:

People

WWT assembled a team of experts to ensure the success of the UAA's migration from a PBX to VOIP system. WWT program management resources for this project included a Services Manager, Project Launch Workshop Consultant, IPCC Partner Specialists, Telephony Assistants, Dial Specialists, Cabling Contractors and more.

WWT has become a trusted partner and preferred vendor, helping UAA address their overall IT strategy.

TECHNOLOGY

- Cisco LAN/WAN
- Call Manager
- Unity Voice Mail & Unified Messaging
- IPCC Express
- Meeting Place Express
- Emergency Responder
- QoS Design

STRATEGIC PARTNER



ABOUT WWT

World Wide Technology, Inc. (WWT) is a leading Systems Integrator providing technology and supply chain solutions to customers and suppliers around the world.

Learn more at www.wwt.com.

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Processes

WWT provided pre-sales support, program management, a project-launch workshop as well as departmental interviews across the University's statewide system. Detailed technical IPC design, product staging, configuration and implementation services and training were also performed by WWT.

Partner

WWT leveraged its status as a long-time Cisco Systems partner to ensure the University received the technical expertise and cutting-edge VOIP products and services required. Cisco and WWT worked together to carefully evaluate the University's data infrastructure before the upgrade began and provided data cleanup to further assist with the University's migration from PBX to VOIP.

The University now manages call processing, voice messaging, conferencing and phone management with Cisco Call Manager, Cisco Meeting Place Express as well as Cisco Unity Voice Mail and Unified Messaging.

RESULTS

Thanks to WWT, the UAA now has the communications infrastructure necessary to support their growing multi-campus climate. UAA purchased \$3.7 Million in hardware and professional services to support this initiative. WWT has installed over 2000 Cisco IP phone handsets and integrated nearly 3,000 analog phones into the new telephony system. A campus-wide 5-digit dialing plan is now in place and the UAA is benefiting from their new flexible yet consistent call center application. Remote locations, such as physical buildings located off-campus, were included in the migration to VOIP, eliminating the need for additional PBXs and significantly reducing infrastructure and operations costs.

WWT has worked diligently to address the University's growing



security needs. To further facilitate rapid emergency response, WWT mapped every handset to specific locations and classrooms. Now, when emergency calls are placed from a campus location, building location information down to the specific room from which the call was made is transmitted to fire and rescue teams along with on-site first responders so they can quickly and efficiently respond to any emergency. Though impossible to support via PBX, WWT's VOIP solution enables UAA to transmit security data in an effective real-time manner.

Now that the original VOIP telephony project is complete, the relationship between WWT and the University is evolving. WWT continues to spend time with University staff, examining changes that may affect their IP telephony and network as well as discussing ongoing strategies to improve services campus-wide. In doing so, WWT has become a trusted partner and preferred vendor, helping UAA address their overall IT strategy.



World Wide Technology, Inc.