Unified Communications

Academic Staff Senate
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Overview

What is Unified Communications
- Integrates real-time and non real-time communications.
- Consistent user interface and experience across multiple devices.
- Not a single product but a solution made up of different communication tools and components.
Overview

- UW-Platteville Implementation
  - Desk phone – traditional voice calls
  - Desktop client – Voice, video, IM, Presence, desktop sharing.
  - Mobility
  - Unified Messaging – voicemail delivered to O365 mailbox.
Overview

- **Benefits**
  - Long-term cost savings
  - Enhanced service
  - Control our own destiny
    - We manage the system and determine services
    - Collaborative
    - Flexible with future integration and expansion
UW-Whitewater Partnership

- Hosting and Collaboration.
- Leverage UW-Whitewater’s experience.
- Shared services, resources, and costs.
- Redundancy.
Cost and Chargeback Changes

- Phones are leased from ITS
  - Pay for the phone only when you need it
  - Eliminate unused phones in department storage
  - ITS responsible for maintenance and replacements

- Changes to local service billing
  - Current – CenturyLink bills by direct dial number.
  - Future – All costs are shared. Billing by phone/license

- Voicemail included.
Timeline

- **Fall 2012 – May 2014**
  - Investigation and Feasibility Study
- **June 2014**
  - ITP proposal approved
- **August 2014**
  - DOA Telecommunications System Study Report (TSSR) submitted and approved.
- **Fall 2014**
  - Build the infrastructure to support the UC service
- **Spring 2015**
  - System and service configuration, testing, system integration
  - Pilot group
  - Deployment planning
  - Meetings with departments
  - Develop training materials and sessions
- **Summer 2015**
  - Phone deployment
  - Training
Questions

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