Unified Communications

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Deb Meyer
Information Technology Services
Agenda

- Desk Phones
- New Functionality
- Benefits
- Cost Savings
- Billing Changes
- Phone Deployment
- Questions
Overview

• What is Unified Communications
  o Integrates real-time and non real-time communications.
  o Consistent user interface and experience across multiple devices.
  o Not a single product but a solution made up of different communication tools and components.
    ✷ Desk phones
    ✷ Voicemail/email integration
    ✷ Access from computer (Jabber)
    ✷ Mobility (Jabber app, Single Number Reach)
Desk Phones

“Basic Phone”

General Use
Most faculty and staff

←Cisco 7841
Replaces
Nortel/Avaya 1120E →
Desk Phones

"Medium Phone"

High Call Volume
Limited Use

↔Cisco 8841
Replaces
Nortel/Avaya 1140E →
Desk Phones

“Big Phone”

High Call Volume
Reception Areas
High Transfer Activity

←Cisco
8851 + KEM
Replaces
Nortel/Avaya
1140E + KEM→
New Features/Functionality

- Voicemail / email integrations
- Jabber desktop (voice/video calls, IM, desktop sharing)
- Web access to phone settings and voicemail
Voicemail/Email Integration

- Voicemail will be delivered to you email in-box
- Play the audio attachment on your computer or mobile device.
Jabber Client

- Add Contacts
- See recent calls
- Access voicemail
- Calendar integration with Outlook desktop client
Jabber Client

- Voice and Video calls from your computer
Jabber Client

- Communicate with Instant Messaging (IM)
Web Access

• Change speed dials on your phone
Voicemail
- Reset your PIN
- Change Greetings
- Listen to Messages
Mobility

- Jabber App for Android and iOS
  - Voice and Video Calls
  - Instant Messaging
  - Access voicemail
  - See Call History
Mobility

- Single Number Reach
  - Available on any cellular phone
  - Calls are delivered to your cell phone in addition to your desk phone
Additional Benefits

- Redundancy
- Shared Services
- Cost Saving
- Faster Turnaround
UW-Whitewater Partnership

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

<table>
<thead>
<tr>
<th>Monthly Cost Comparison</th>
<th>Current</th>
<th>UC (yrs 1-5)(^1)</th>
<th>UC (after yr 5)(^2)</th>
</tr>
</thead>
<tbody>
<tr>
<td>CenturyLink Bill</td>
<td>$18,281.82</td>
<td></td>
<td></td>
</tr>
<tr>
<td>- Centrex related costs</td>
<td>$(2,000.00)</td>
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<td></td>
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<tr>
<td>VoIP Services</td>
<td>$16,281.82</td>
<td>$1,400.00</td>
<td>$1,400.00</td>
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<tr>
<td>Infrastructure (UWW)</td>
<td>$2,700.00</td>
<td>$2,700.00</td>
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<tr>
<td>Infrastructure</td>
<td>$496.84</td>
<td>$310.53</td>
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<tr>
<td>Licensing</td>
<td>$6,082.69</td>
<td>$3,890.72</td>
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<tr>
<td>Total</td>
<td>$16,281.82</td>
<td>$10,679.00</td>
<td>$8,301.25</td>
</tr>
<tr>
<td>Savings</td>
<td>34%</td>
<td>51%</td>
<td></td>
</tr>
</tbody>
</table>

*1 – It will take an estimated 5 yrs to repay an internal loan without an increase in campus wide telecommunications spending.
*2 – Assumes an 8 year depreciation/amortization of hardware and licensing.
Current Billing

- CenturyLink Bills for each direct dial number

<table>
<thead>
<tr>
<th>Product-ID:</th>
<th>608-342-1074</th>
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</thead>
<tbody>
<tr>
<td>Monthly Charges</td>
<td></td>
</tr>
<tr>
<td>** Nortel PBX Seat **</td>
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<tr>
<td>** PBX Voice Mail **</td>
<td>5.00</td>
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<tr>
<td>Total Local Exchange Services</td>
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<tr>
<td>Total Optional Features/Services</td>
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</tr>
<tr>
<td>Total Monthly Charges</td>
<td>15.55</td>
</tr>
</tbody>
</table>

- Extensions have created savings.
Future Billing

- All costs (service, infrastructure, licensing) are shared.
- Cost per person for service, infrastructure, and licensing = $8.09
Future Billing - Phones

- Departments will no longer buy phones.
- Lease model

<table>
<thead>
<tr>
<th>Phone</th>
<th>Monthly Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>7841 “basic phone”</td>
<td>$2.88</td>
</tr>
<tr>
<td>8841 “medium phone”</td>
<td>$3.91</td>
</tr>
<tr>
<td>8851 + KEM “big phone”</td>
<td>$8.57</td>
</tr>
</tbody>
</table>
## Total Monthly Cost

<table>
<thead>
<tr>
<th>Phone</th>
<th>Phone</th>
<th>Shared Costs</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>7841 “basic phone”</td>
<td>$2.88</td>
<td>$8.09</td>
<td>$10.97</td>
</tr>
<tr>
<td>8841 “medium phone”</td>
<td>$3.91</td>
<td>$8.09</td>
<td>$12.00</td>
</tr>
<tr>
<td>8851 + KEM “big phone”</td>
<td>$8.57</td>
<td>$8.09</td>
<td>$16.66</td>
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</tbody>
</table>
## Impact of Billing Changes

<table>
<thead>
<tr>
<th>Administrative Department</th>
<th>Count</th>
<th>Unit Cost</th>
<th>Total</th>
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<tbody>
<tr>
<td>Direct Dial Numbers</td>
<td>6</td>
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</tr>
<tr>
<td>Number of Phones</td>
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<tr>
<td>&quot;Big Phones&quot;</td>
<td>4</td>
<td>$16.66</td>
<td>$66.64</td>
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<tr>
<td>&quot;Medium Phones&quot;</td>
<td>5</td>
<td>$12.00</td>
<td>$60.00</td>
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<tr>
<td>&quot;Basic Phones&quot;</td>
<td>16</td>
<td>$10.97</td>
<td>$175.52</td>
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<tr>
<td>New Monthly Cost</td>
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<td>$302.16</td>
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<tr>
<td>Current cost</td>
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<td>$100.06</td>
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<td>Monthly Increase</td>
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<td>$202.10</td>
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<table>
<thead>
<tr>
<th>Academic Department</th>
<th>Count</th>
<th>Unit Cost</th>
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<tr>
<td>Number of Phones</td>
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<td>&quot;Big Phones&quot;</td>
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<td>&quot;Medium Phones&quot;</td>
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<td>&quot;Basic Phones&quot;</td>
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<td>$10.97</td>
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<tr>
<td>New Monthly Cost</td>
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<tr>
<td>Current cost</td>
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<td>Monthly Savings</td>
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<td>$94.00</td>
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Phone Deployment

- Start May 18, Finish by August 1
- Building by Building
- You do not need to be here
- Time without a phone 5-10min
- Draft Schedule
  - Let us know if there are issues
  - Hosting an event
  - Increased call volume anticipated
Additional Information

- **On-Line** - [http://www.uwplatt.edu/go/unifiedcomm](http://www.uwplatt.edu/go/unifiedcomm)
  - Project Information
  - Deployment Schedule
  - Training Session (weekly all summer)
- **Email** - unifiedcomm@uwplatt.edu
Questions

unifiedcomm@uwplatt.edu