

# Unified Communications



**Academic Staff Senate**  
Thursday, December 15, 2014



# 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



# 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 in 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



**Greg Bies**  
bies@uwplatt.edu

