

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



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