

IP Telephony

A Retrospective View

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A Choice

- Replace PBX
- Upgrade PBX
- Upgrade to IP Telephony
- Consider a Hybrid
- Consider IPT and Legacy
- Enterprise Vs Open Source
- SCCP Vs SIP

Take Advice

- Piloted IP Telephony 2000
- Management weren't sure
- So we piloted some more
- We had a report done
- The report said "we are not sure, be cautious"
- So we "piloted" even more with new build
- Then we had another report
- Still the report said "we are nearly sure but not quite"

By Executive Order

- New VC
- Not happy with the PBX
- Thought IPT was a great advance
- Didn't want to simple upgrade
- Jump technologies
- We did and ROI
- Achieved Executive Sanction
- We wrote a tender
- Awarded to IBM

Roll Out

- Phased migration
- Integrated non-overlapping dial plan
- 4 to 5 digital all DDI
- All new numbers
- Translations on PBX old to new
- No feature transparency
- Network deployed first then the phones
- Used the Schools for primary contacts

Responsibilities

- Facilities retain the Telephony Service
 - Billing
 - Administration
 - 1st line support
 - Services
- Computer Centre run the Technology
 - Network support
 - 2nd line support
 - Call processing maintenance and upgrade
 - Service development

Where are we now

- Cisco Solution (mainly)
- 5 Node Call Manager Cluster
- 2500 Phones and end points all Extension Mobility
- IP Operator Console
- Voicemail
- Several IP Contact Centres
- Project “Nelson” – Unified Communications
- Project “Hardy” - Audio Conferencing and Web Collaboration

Issues

- Pilot
 - Set Objectives
 - End time
 - Deliverables
- Integration
 - How much do you need to make the system work
 - Is Dial tone enough
 - How much do you invest in time and money?
- Rollout
 - Always takes longer
 - Avoid over complexity
 - Assess the Impact
- Responsibilities
 - SLA
 - Who does what and escalation procedure

Technical Issues

- Integration
 - Echo/Voice Quality
 - DDI forwarding
- Analogue Devices
 - Lifts
 - Emergency Responders
 - CNP and PDQ Systems
 - Modems
 - Not FAX's
- Third Parties
 - Stability
 - Keeping up

Where we are now

- No PBX
- Integrated Communications Platform
- Roadmaps for next 18+ months



Thinking Back

- Right Choice for Brunel
- Very cautious while looking forward
 - Planning the network
 - Thinking about power
- Respond in Crisis
 - Flood and Steaming
- Acceptance
 - No big deal
 - Just works
- Running IP only now for 3 years
- 2 successful clearings
 - More agents and contact centre this year and planned
- Lots of best practice developed
 - Upgrades and Testing

Thinking Forward

- Upgrades
 - 4.2 December 2006
 - 5.x Q1/2 2007 move to Linux
- Project “Seymour” - Video Communication
- Applications development
 - 999 Locator
 - Project “Woodie” - Directories/IDM
 - VXML
 - ASR
 - TTS
 - Self Service
 - Working within the University Schools and with partners to simulate development

Challenges

- Widely Accepted as the way to go
- Discover are you ready?
- Do you need it?
- Do you have a strategy for moving forward and capitalising on it?
- Telephony Vs Communications
- Many solutions, all different

Thank You

