

CASE STUDY

Higher Education Provider

University improves collaboration and reduces downtime with a new telephony system

About the Customer

The customer is a higher education provider built upon the values of promoting academic, social, and cultural qualities, which make for better citizens. Effective communication and collaboration are vital for this customer.

The Challenge

The customers-telephony system was dated. Not only was this expensive for them to maintain, but they were also experiencing technical faults which caused downtime for it's colleagues.

They needed to introduce a new telephony system that was reliable, flexible and cost-effective, but they could not risk disruption to service as part of the transition between systems. It was of vital importance that staff remain available to support operational needs throughout the changeover.

To avoid the need for further short-term investments, the new system had to be future-proof and enable flexible ways of working. It was also vitally important that any data and communications had adequate security in place to keep internal and external interactions confidential.

They needed a solutions partner who could provide the technical expertise and consultancy to ensure that all of these needs were met.

At a glance

Industry:

Higher education

Employees: 1,200**Solutions:**

- Support & Managed Services
- Connectivity
- Unified Communications

Products:

Mitel IP virtualised telephony platform

Length of relationship:

5 years

The Solution

The customer chose Wavenet* as it's partner to address it's telephony challenges and empower them to deliver a better customer experience. Wavenet's consultants worked closely with the customer's IT team to scope the requirements and recommend the best solution to meet it's unique needs. Together, they decided that the solution to meet every requirement started with the installation of a secure Mitel IP virtualised telephony platform.

*The initial engagement was with Daisy, acquired by Wavenet in 2024.

The new platform successfully removed the ongoing issue of hardware faults relating to the legacy system and gave staff the option to work from different locations, or even from home.

To avoid interruption of service, the new system was introduced with a phased approach. Phase one began by migrating 450 staff members onto the new system, while the remainder temporarily continued to use the existing infrastructure. The second phase saw Wavenet roll out the full telephony system to the whole workforce, including the option to scale up to 5,000 users.

To ensure it's staff were empowered to communicate and collaborate efficiently, Wavenet also rolled out Unified Communications (UC) applications to all licenced users where required. This included integration of apps in mobile and desktop devices also provided by Wavenet to enable conferencing and video chat functionality.

This solution enabled the customer to maintain full control over its data security, as the virtualised platform is hosted from it's own on-site servers.

The Results

By virtualising it's system, the customer was able to mitigate the risk of downtime caused by hardware failures. They were also able to reduce overheads relating to equipment procurement.

There have been no major outages or issues since the new system was installed, meaning the customer has succeeded in improving the efficiency of it's systems and saving staff resources that would previously have been used troubleshooting.

Teams using the telephony system can be back online quickly with the support of a dedicated team of Wavenet experts on hand to provide support, ranging from initial set up to password resets.

The customer was assigned it's own Wavenet project manager, who initiated various workstreams to feed into the project plan. This enabled the customer's wider team to see exactly where they were in the project and what the latest updates to the progress and risk registers were at a single glance. Migrating to a new platform can be daunting for teams that cannot afford to be offline for extended periods, and Wavenet's phased approach and resilient deployment strategy gave the team confidence throughout the transition.



Ready to make your business
tech simpler and smarter?

Talk to us

Let's talk
0333 234 0011

contact@wavenet.co.uk
wavenet.co.uk