

Enhanced Communications
at a Large University Campus



Change Driver

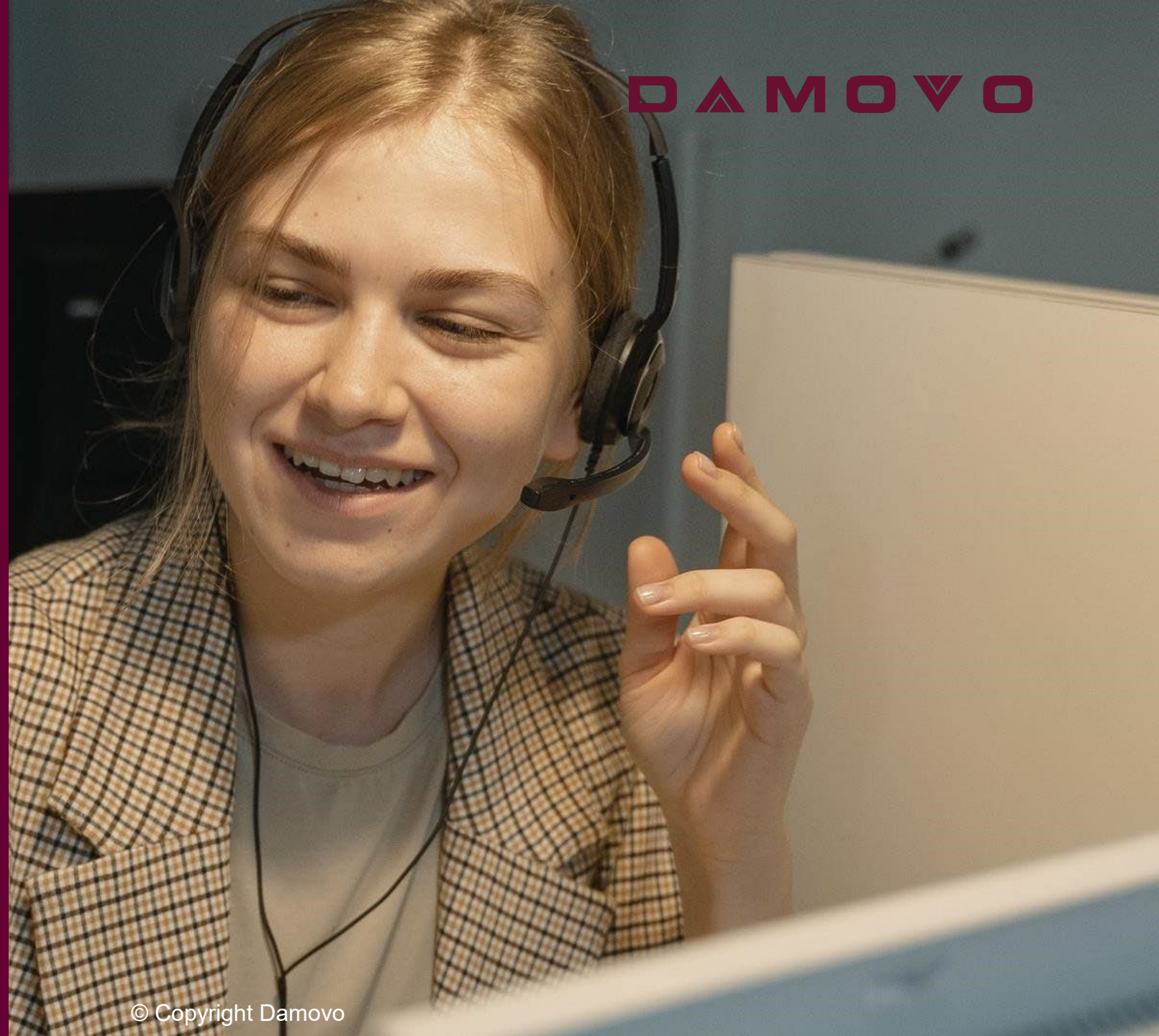
A large university in Ireland wanted to replace its old telephone system as it was no longer supported by the manufacturer.

This posed a significant risk to the organisation's day-to-day operations. Overall, the university has a high volume of calls.

Both external calls, which require a contact centre environment, and internal communications across campus buildings and remote locations need to be handled.

A key requirement for the new telephony solution was that it be integrated with Google Workspace (Gsuite), Google's unified communication product set.

DAMOVO



DAMOVO



Damovo Approach

Damovo initially advised the customer on the technical capabilities of four providers (Avaya, Microsoft, Cisco and Mitel).

The migration from the existing Nortel environment to an Avaya Aura UCC/CC platform was then implemented.

Dedicated servers and gateways are installed in the university's own data centre and provide the sip-based telephony service via the upgraded voice-ready network.

As required, the telephony solution was fully integrated into Google Gsuite. This enables the university to make calls, video chats, direct messages, calendar calls, mail traffic and more from a single application.

Damovo's managed service guarantees the university level 2 and 3 support, including system patching and upgrades, for the duration of the contract.



How the IT benefits

User provisioning has been significantly simplified for the university's IT team.

The new telephony solution is seamlessly integrated into the data network.

The switch to a more modern SIP system is both more cost-effective and more reliable.

By migrating to a vendor-supported UCC environment with a clear roadmap, the university is securely positioned for the future.

How **students** and **employees** benefit

New contact centre capabilities make it easy to route calls to the right place for a better student and customer experience.

By integrating Avaya with Google Workspace, all communications can be made from a single leading client.

The new UCC platform enables the university to create a more flexible working environment for staff.