



## IP Telephony Hawaii Pacific University

### Why Consider a Converged Network?

- Are you concerned about the costs of managing voice and data networks separately?
- Are you concerned about the costs of communicating across multiple office locations?
- Are you moving to a new location, opening a branch office, or replacing a phone system in the near future?
- Are you concerned about the costs and time spent moving or adding telephones?
- Are you concerned about increasing productivity and making applications more easily accessible across your organization?

### Benefits

- Reduced equipment costs.
- Reduced maintenance, administration and support costs.
- Elimination of redundant cabling and configuration costs for moves, adds and changes.
- Elimination of intra-company long distance costs.
- Increased availability and lower cost of productivity software.
- Streamlined telecommuter access and interaction.
- Single point of responsibility.

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### Background

Hawaii Pacific University offers students a higher education experience that is rigorous, effective, personalized, and rich in cultural diversity. The academic programs have been designed to meet the needs of students, employers, and the local/national/international community.



### The Business Challenge

Hawaii Pacific University's legacy PBX system utilized expensive Telco OPX circuits to remote analog telephone locations. Having upgraded their WAN/LAN data switching and routing, HPU began investigating an IP Telephony configuration to leverage its data network for voice in order to eliminate the OPX charges. After evaluating options with mixed results, Envision's certified engineers and Cisco teamed to provide a beta trial of the Cisco Call Manager IP Telephony Solution. The trial successfully provided the quality and flexibility that HPU needed, resulting in an Envision Networked Solutions implementation.

### The Business Solution

The Envision solution included the design and installation of the Cisco CallManager IP-PBX and Unity IP-based unified messaging system. The first phase configuration included redundant Call Manager Servers, ISDN Gateways, Analog Gateways, 70 IP Telephones and 96 Analog extensions. The system is networked via T1 to the existing legacy PBX that still serves many of the school's telephones. This connectivity allows transparent dialing between systems. As new sites are brought on line, users will access the CallManager, messaging and other applications over the company's voice-enabled data network. The CallManager's open architecture, will allow HPU to develop integrated database applications that can be accessed over the XML-programmable IP phone displays.

The Unity Unified Messaging platform provides integration with the school's Microsoft Exchange e-mail platform. Email, Voicemail and fax can be accessed through the Microsoft Outlook Inbox. The unified messaging application gives employees an average productivity savings of 15-30 minutes per person per day over other voice messaging systems.

Because of the modularity and virtually unlimited expandability of the system, HPU will be able to flexibly and easily add IP telephones to eventually replace the remaining legacy telephones.