

“The Australian National University runs a ‘best of technology’ shop...”

Over time, we accumulated a variety of media formats and different versions in different locations. It had become very complex and difficult to add new interactive or collaboration applications broadly. We envisioned some kind of common signaling ‘engine’ that would bring everything together.

“Avaya Aura™ Session Manager is exactly what we need.

We’ll be able to manage everything from one place and develop and deploy tailor-made applications to students and staff. We anticipate enormous savings just from a university-wide dial plan and writing our own applications.”

— *Darren Coleman,*
Senior Network Engineer

Powerful STRATEGIES for driving great RESULTS

Delivering New Multimedia Services and Streamlining Management

Scenario

With over 14,000 students, 3,500 academic and general staff, five campuses, and a strong reputation in many fields of research, the Australian National University (ANU) has been rated by academic assessors as one of the world’s top universities. ANU’s research focus requires extensive interconnectivity with other institutions around the world, which drives a compelling need to provide the most advanced and efficient communications services.

Recently the University wanted to create a single dial plan with seamless connectivity to institutions in other Asia-Pacific countries via our connection to Australia Academic Research Network (AARNET). At the same time, the University planned to introduce best-of-class multimedia technologies and other unified applications to enhance collaboration for students and staff. To achieve this vision, the IT staff needed to effectively consolidate its infrastructure and complex suite of applications. They also needed to deliver cost savings and establish a clear pathway for developing new applications and services.

With Avaya Aura™ Session Manager, the University is connecting its five locations using SIP, deploying a single dial plan across all locations in Australia and extending to organizations in China, the Philippines, Sri Lanka, Taiwan, and Malaysia.

For students and staff, the consolidated infrastructure means quick and cost-effective dialing between locations. In addition, collaboration between sites is dramatically improved with desktop video conferencing capabilities provided by simple integration with an open standards-based third-party application.

Payback Results and Other Benefits

- The University will improve its total cost of ownership for the VoIP infrastructure and realize cost savings on its traditional PSTN telephone services. The University is evaluating moving away from PSTN entirely in the future.
- The consolidation enables control of the system and applications from a single platform, which reduces IT management time and costs.
- Applications open up a world of new opportunities for simplifying adjunct services and developing visionary new services throughout the University.