



## Florida Gulf Coast University

**The value and benefits from the Avaya IP Support Services and Software Release Management solution really helped us make the decision to choose Avaya over its competitors. While our team sleeps at night, our system is updated, backed-up and everything is saved. Why bother with these things when Avaya does it every day, and does it faster and better than we could?**

*- Neal Snyder, director of telecommunications*

Florida Gulf Coast University (FGCU) opened in 1997 to offer higher education opportunities to the rapidly growing population in Southwest Florida. A member of the State University System of Florida, FGCU is a comprehensive university with state-of-the-art classroom facilities equipped to address the needs of today's students with Internet access, document cameras, and audio/video presentations. For more information, visit [www.fgcu.edu](http://www.fgcu.edu).

### Challenge

When FGCU opened its campus in Fort Myers in August of 1997, the university was running a CENTREX telephony system, a good fit for the university — it was inexpensive to manage. Only 300 to 350 employees plus a student body of 2,500 were on campus so capacity wasn't an issue, and the system required minimal maintenance. The university also had more urgent priorities for its limited budget at the time.

But to keep pace with the dramatic increase in student enrollments — up from 2,500 students in 1997 to over 8,000 by 2006 — and meet the needs of the university's administrative staff, it made financial sense to purchase a new system with more capacity and feature functionality. Offering the latest technology on campus is a competitive issue as public universities like FGCU push to keep pace with private colleges providing amenities to attract students.

By upgrading its analog telephony system with a converged data and telecom solution, FGCU hoped to cut costs with a centralized network for the single campus/multi-building locations where moves/adds and changes could be handled efficiently. And with an EXTREME data network infrastructure already in place, a transition to a converged solution with IP telephony was logical and cost-effective.

Most of all, FGCU needed a vendor that could provide expert and cost-saving support services that would reduce or eliminate the need to add extra IT staff.

## Solution

After considering Cisco, Nortel and Siemens, FGCU chose an Avaya Communication Manager Solution featuring Avaya IP Telephony and Avaya call center software. The university cited Avaya's ability to provide direct and ongoing 24x7 services support as the primary determining factor in its final decision. FGCU worked with Cross Telecom during the contract transaction.

The Avaya Intelligent Communications solution was installed in Spring 2006 as a converged network with Extreme Networks as the data vendor. In 2009, FGCU upgraded to Avaya Aura™ Communication Manager 5.2.

Fifty agents use Avaya call center software to manage calls — the majority from students requesting information on housing and admissions, or needing support from the university's Computer Help Desk. The application's flexibility allows call center agents and other staff to log into the system anywhere on campus that has Internet access to handle calls during busy times.

There are 1000 Avaya 4600-Series Telephones used by campus administration staff, and FGCU is adding Avaya one-X Deskphones in Spring 2010. FGCU chose a Unified Communications Solution featuring Avaya Modular Messaging integrated with Microsoft Exchange (upgraded to 2007) for over 900 mailboxes on campus, allowing unified access to voice mail, email and fax. Avaya Global Services completed the migration from the OCTEL® Voice Messaging and Avaya INTUITY® AUDIX® Voice Messaging solutions to the Modular Messaging platform.

There are 31 Avaya Extension to Cellular users on campus; most notably Advancement Department executives who want to receive calls from donors at any time. The application is also used by telecom and data support personnel, and campus police.

## Results

- **Avoided cost of full-time telecom position plus back-up person.** By choosing Avaya support services, FGCU has avoided the cost of adding a full-time telecom person — plus a back-up person — to its IT staff.
- **User-friendly converged network.** Migrating to a centralized server with Avaya Communication Manager allows the university to add applications and services to create a converged network, rather than needing the same applications on multiple servers.
- **Simplified process for adds, moves and changes saves money.** Choosing an IP telephony solution and centralizing the network has made moves/adds and changes a simple process for the university's IT staff who no longer have to outsource this work to an outside vendor.
- **User-friendly messaging upgrade.** Migrating to Avaya Modular Messaging has provided a great benefit to all end users on campus and familiarity with the Avaya user interface from its legacy system made the transition easy. Being able to access messages in a unified manner has benefited the administrative staff and all other university personnel.
- **Expert and cost-effective 24x7 Monitoring Support.** Avaya Proactive IP Support converged monitoring service provides FGCU's IT and telecom support staffs with a high value partnership. With the implementation of the Avaya Secure Intelligent Gateway (SIG) as part of the Enterprise Service Platform service delivery architecture, Avaya securely monitors the FGCU IP Telephony application on both the Avaya equipment and the Extreme data network on a 24x7 basis.
- **Expert and cost-effective Software Release Management Support.** Avaya Software Release Management service provides FGCU with proactive identification, analysis and implementation of new

## APPLICATIONS AND SERVICES

- Avaya Product Support Maintenance
- Avaya Proactive IP Support
- Avaya Software Release Management
- Avaya Aura™ Communication Manager
- Avaya S8710 Servers
- Avaya G350 and G650 Media Gateways
- Avaya one-X Deskphones (9600 Series IP Telephones)
- Avaya Modular Messaging with Exchange 2007 backend, fax feature
- Avaya Extension to Cellular
- Avaya Call Center software
- EXTREME data network infrastructure

software updates affecting its Avaya IPT equipment. This shifts accountability from FGCU to Avaya and lets FGCU's IT staff focus on their key accountabilities.

- **Solution supported future plans.** The solution allowed FGCU to later add Avaya Basic Call Management Reporting to its call center capabilities for tracking calls and providing better data for appropriate staffing. The university was also able to increase its use of Extension to Cellular and add IP-video over softphone, as a lack of office space became an issue.

## Learn More

For more information on how Avaya Intelligent Communications can take your enterprise from where it is to where it needs to be, contact your Avaya Client Executive or a member of the Avaya Authorized BusinessPartner program, or visit **"Do Your Research"** at [www.avaya.com](http://www.avaya.com).