



Kansas State University

“**Extension to Cellular is the best thing Avaya has ever come up with. It used to be that when I was on the road attending a seminar, visiting a vendor, or just on vacation, I’d come back to a voice mailbox filled with messages. Now I have the flexibility of receiving important calls and letting others go to voice mail. This is a tremendous convenience and time saver for me.**”

— *Danny Fronce, associate director of computing and telecommunications services*

Kansas State University (KSU) provides opportunities to earn undergraduate degrees in arts and sciences; engineering; business administration; education; agriculture; human ecology; architecture, planning, and design; and technology and aviation (K-State at Salina). The university’s Graduate School offers a wealth of advanced education programs including 65 masters degrees. More than 23,000 students from all 50 states and more than 90 countries are enrolled at KSU. The university’s sports programs participate in the NCAA Division 1 competition within the Big 12 conference. The main campus is located in Manhattan, Kansas, known locally as The “Little Apple.” For more information, visit www.k-state.edu.

Challenge

KSU needed to deploy an in-building wireless network on campus that is simple, reliable and requires minimal maintenance. For the mobile user, an easy to manage wireless telephone is a critical aspect of worry and hassle free communications. For example, KSU didn’t want its mobile users to access complex menus to transfer or

conference callers. A menu that is not user friendly could lead to frustrated attempts to connect to callers that have been on hold too long or worse, users inadvertently dropping callers. Members of the university’s highly mobile athletic department also needed a variety of mobility solutions to maintain communications with key contacts while away from their offices on or off campus on university-related business like recruiting trips.

Solution

From a telephony standpoint, KSU is now an “all Avaya” campus and the site of the second largest communications network in the state. The campus’ Avaya Intelligent Communications solution is powered by Avaya Communication Manager and runs on two Avaya S8700 Servers that are additionally backed up by two Avaya Enterprise Survivable Servers (ESS), which are in place for disaster recovery and business continuity. There are 20 Extended Port Networks on campus with more than 20,000 stations.

With early adopters at KSU enjoying user-friendly “plug and play” flexibility

on a production VoIP system with an Extreme Networks module, Danny Fronce, associate director of computing and telecommunications services at KSU, forecasts initial savings of roughly \$85 per handset in reduced labor costs. *"The value is in allowing clients to connect to any port without any intervention on the client or the support staff's part. If someone is relocating, we don't have to pre-provision them,"* Fronce said. KSU is migrating its entire data infrastructure from Cisco to Extreme with the core solution being completed in the summer of 2007.

Of the roughly 100 buildings on campus, between 50 and 55 now have wireless connectivity. The wireless network supports Avaya 3631 Wireless Telephones. The heaviest users include members of the athletic department, the telecommunication support staff, maintenance people, and university administration personnel.

Members of the university's telecommunication group are using SIP technology during a Dual Mode wireless telephone trial (dual mode telephones work on both the campus' in-building wireless network and as standard cell telephones when the user is beyond range of the in-building wireless network's coverage area). Several campus workers are also leveraging Avaya IP Softphone for remote work purposes. Additional users are expected as the features and functionality of this application become more widely known and used on campus.

Faculty, students and campus support staff members were using Avaya INTUITY® AUDIX® Voice Messaging for voice mail, but a campus-wide transition to an Avaya Unified Communications solution was completed in April 2007. INTUITY users were moved in phases to Avaya Modular Messaging and Avaya Unified Communication Center with Speech Access.

An Avaya Authorized BusinessPartner, guided KSU through its selection of Avaya Mobility Solutions, and provided expert support and counsel during the beta testing of Dual Mode phone technology and Avaya 3631 Series Wireless Telephones.

Results

- **Easy to manage network and user-friendly telephones.** The wireless network on the KSU campus is easy to deploy, maintain and upgrade when needed, and the Avaya 3631 Series Wireless Telephones are easy to program. The network and the telephones have received positive reviews from end users and are considered significant improvements over the previous communication network system. *"I leave my desk often, whether it's to walk down the hall to use the copy machine, or just running around doing errands on campus,"* said Linda Grubbs, administrative assistant, KSU Athletic Department. *"With my old wireless phone, there were too many steps to take in order to receive calls when I left my desk. I love my new Avaya phone! It's easy to read the display and punch the buttons. I know I haven't even scratched the surface of its potential in terms of the features like conference calling and speed dialing. I also love being able to easily answer multiple lines when I'm away from my desk."*
- **Greatly reduced network-related labor costs for adds, changes and moves.** KSU estimates it will initially save roughly \$85 per handset in reduced labor costs by deploying the Extreme Networks VoIP module, with expected additional savings in the future resulting from the "plug and play" ease of managing adds, moves and changes for users.
- **Fast and easy access to messages while traveling.** With Modular Messaging, KSU beta testers using the application can access emails and voice mails from their laptops with ease. Danny Fronce has been off campus extensively in the past six to eight months, visiting vendors and attending conferences. Fronce loves the convenience of using the Modular Messaging application from the road to access all of his messages through the application's Web client. *"Our people are very excited about Modular Messaging,"* Fronce said. *"When we gave a presentation on its features and benefits, all everyone kept asking me for weeks after was 'when are we going to get this?'"*
- **Anytime, anywhere availability with Extension to Cellular.** KSU's Extension to Cellular users value the ability to route incoming calls

APPLICATIONS AND SERVICES

- Avaya Communication Manager
- Avaya S8700 Server
- Avaya Enterprise Survivable Server
- Avaya Extended Port Network
- Extreme Networks® Converged Infrastructure Solution
- Avaya Unified Communication Center with Speech Access
- Avaya Modular Messaging
- Avaya INTUITY® AUDIX® Voice Messaging
- Avaya 3631 Series Wireless Telephones
- Avaya IP Softphone
- Avaya Extension to Cellular (EC500)
- Avaya one-X Mobile for S60 3rd Edition Dual Mode (beta trial)
- Meet Me Conferencing
- Avaya Authorized BusinessPartner

from their desk telephones to their cellular telephones when traveling off campus. Some of the most extensive users of the application are coaches in the athletic department who often take trips around the state and other parts of the country to recruit athletes and scout opposing teams.

- **Freedom to leave the desk and take phone calls with you.** It's fair to say that no one on campus is more reliant on the use of a highly effective wireless telephone than Linda Grubbs. Linda is the primary contact for the entire Athletic Department. From the time she gets to work in the morning until she leaves at night, Linda will speak to a substantial number of coaches and receptionists from other universities. She even responds to the multitude of KSU fans calling in for tickets to sporting events. On a busy day, Linda fields 20 calls per hour, and relies on her 3631 phone to keep up with those calls during the many times she needs to leave her desk.

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.