

Villanova University



Located 20 minutes from downtown Philadelphia, Villanova University is made up of approximately 10,000 students, 2,500 fulltime faculty and staff. As one of the nation's oldest and largest Catholic institutions of higher education, the University consists of four main colleges: The College of Liberal Arts and Sciences, Villanova School of Business, College of Engineering and College of Nursing and a School of Law. Villanova's commitment to technology is a key to its academic strength, which helps it attract incoming students from the top 30 percent of their prep and high school classes. The university was named the top wired campus in the United States, outranking 358 other schools in a 2006 study by The Princeton Review and PC Magazine. It also holds the *CampusTours* Four Star Tour Award for its comprehensive virtual tour. For more information, visit <http://www.villanova.edu>.

Challenge

Having been ranked as "the most connected, plugged-in, and high-tech campus in the country" put Villanova in a role model category when it came to information access and data networking. However, for the university's director of networking and communications, Bob Mays, there was still more work to do. *"Villanova has a reputation for understanding how advancements in technology can improve the teaching and learning environment. But our legacy phone system didn't live up to this reputation. We needed a flexible and resilient IP-based voice platform that would complement the capabilities of our data network."*

In addition to reliability and flexibility, a new communications solution would need to address other key requirements. Staff and faculty were increasingly working from home or locations away from the enterprise phone system. This had the merit of potentially freeing up campus real estate, but it also increased the odds of missed calls, extra voicemail and multiple call attempts, such as to cell numbers. For the university's safety and security staff, the inability of the old phone system to support caller ID was a concern. Director Mays also envisioned his IT team getting a productivity boost from the streamlined system-monitoring and administrative capabilities of an IP Telephony platform.

Solution

In just five days during the summer of 2007, with the support of an Avaya Platinum-certified BusinessPartner, Villanova cut over to an IP telephony environment centered on high performance Avaya servers running Communication Manager, together with secure Avaya gateways, Extreme Network data switches and wireless access points from Meru Networks. The network included 5,000 IP, digital and analog endpoints, and is capable of supporting a SIP server for future presence applications. Avaya Modular Messaging integrated with Microsoft Outlook will enable faculty and staff to access voice and email messages at any time, from anywhere, and over a wide array of devices. Avaya Integrated Management also gives the university a single management platform for their voice and data networks, while Avaya Contact Center Express supports 50 agents.



Results

- Improved person-to-person access.** The new Avaya-based system is permitting the roll out of unified communications to faculty, staff and outside callers so they can reach one another faster and easier. University staff and faculty will be able to place and receive calls from the Avaya SoftPhone on their personal computers wherever they are working, helping avert missed calls, speeding communication and making transfers easy. An Avaya presence server will enable users to efficiently seek alternate resources when a line is busy or unanswered. Single number access will let staff and faculty be reached anywhere much as if they were in the office, greatly reducing phone tag. They will observe unheard voice mail from a screen display without stopping to dial in and check for it.
- Existing data infrastructure leveraged, extending investment value.** Empire Technologies rapidly and seamlessly integrated Avaya servers and gateways with existing Extreme Networks switches and Meru Networks wireless controllers. No new data-vendor equipment had to be introduced, helping the university to protect current investment and leverage IT team experience without retraining.
- Alternate work arrangements to save space and create work-life options.** The IT staff has undertaken a trial to expand alternate-site (often home) work arrangements. Mays anticipates that this shift will potentially reduce his need for floor space by ten percent or more. After the trial, a rollout to faculty and staff is planned.
- Enhanced campus safety and security.** Caller ID, impossible in the old digital system, has provided Villanova with caller data to help police resolve cases of harassing phone calls. New E911 capabilities enable first responders to identify exactly where on campus an emergency call originates, saving valuable time when help is needed. Whenever an emergency call is made or a fire alarm is activated, crisis alert capabilities in Avaya Communication Manager software automatically notify on-campus personnel through the device of their choice.
- End-to-end network monitoring from a single console.** IT staff effectiveness enjoyed a boost from the introduction of Avaya Integrated Management, a single integrated work station that monitors the performance of not only the voice network but also Villanova's data network and UPS systems to help ensure continuous uptime.

Applications and Services

- 2 Avaya 8720 Servers running Communication Manager
- 12 Media Gateways (Avaya G700 and Avaya G650)
- 5,000 IP, Digital and Analog Endpoints (Avaya 2420, 2421, 4620, and 4621 sets)
- Avaya SIP Server integrated with Microsoft Office Communicator
- Avaya Modular Messaging
- Avaya Contact Center Express for CTI and MultiChannel Contact Center
- Avaya Integrated Management
- Avaya Call Accounting
- Speech Auto Attendant from Nuance
- Avaya Expanded Meet-me Conferencing

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 access other collaterals by clicking on **Resource Type** under **“Do Your Research”** at www.avaya.com.

“**The solution and implementation plan that Avaya and its channel partner developed was very impressive and demonstrated that they really understood our needs. This new system is a perfect complement to our data network and puts us on track to deploy a leading-edge unified communications environment at Villanova.**”

— Bob Mays, Director of Networking and Communications, Villanova University