

Case Study

The University of Liverpool

University Of Liverpool OpenPath Transition

The University of Liverpool has a very proud and distinguished record of achievement which includes a heritage of nine Nobel Laureates. World-class research excellence can be found in the Faculties and the university is building an international network of partner institutions, to support its development as a global research-intensive university.

Guiding its development is the Strategic Plan 2009-14. This sets out objectives: to position it as a global university; improve research performance; drive knowledge exchange and innovation; enhance the student experience; and extend widening participation.

The University Of Liverpool has been a Siemens Enterprise Communications customer for over 20 years with 14 HiPath DX's and 10,000 extensions spread over 10 sites. Graeme Roberts is the Telecommunications Services Manager and recently decided to start the evaluation and necessary investigation for the transition to Unified Communications as part of the five-year maintenance agreement for the established HiPath DX network.

The task

- Over the next five years the university's communications infrastructure will undergo some major changes as they assess the transformation to IP and Unified Communications
- With 14 HiPath DX's covering 10 sites and 10,000 extensions, the change will be phased and made in-line with the overall needs of the university's strategic plan. This is to ensure the process is as seamless as possible and at a pace that can be managed
- The HiPath DX remains core to the transition over the next 5 years and by upgrading now to V9.4 the DX is best placed to take advantage of new features and functionality. The DX's life is further extended and this hybrid PBX continues to provide the day to day communication requirements at the highest level of reliability
- Transition will continue in a step by step approach once the initial trials and investigations are completed and all the possibilities of convergence are explored and understood
- Deliver value for money
- Minimise capital investment.

The solution

- OpenPath transition from HiPath DX to Open Communications
- The OpenPath approach from Siemens Enterprise Communication fits all the university's requirements. With the DX estate receiving upgrade to the latest software revision (V9.4) and a combination of both OpenStage TDM and IP handsets being rolled out
- With the introduction of the Chameleon licence concept offering DX customers a unique dynamic IP licence, that can be used today with DX and tomorrow with OpenScape Voice or Unified Communications
- Through Open Communications the infrastructure can now be open, single or multi-vendor, SIPenabled. The environment allows realisation of benefits of unified communications immediately with features such as enterprise-wide presence awareness and wireless voice.

The benefits

- The university's strategy allows them to maximise the existing investment in their current infrastructure, whilst allowing the organisation piece of mind and knowledge that current and future investments in software will be protected with the university transition from DX to OpenScape Voice
- By continuing to use the existing hardware and software the risk is lowered
- Transition can now commence at the university's time of choosing and pace. This provides adequate time for planning, training and education
- Environmental sustainability is achieved by the university as the existing hardware and software is further utilised
- Over the transition period the ability to communicate easily and more efficiently becomes apparent with quicker decision making
- The phased introduction towards open standards will provide efficiency gains as a more flexible communications environment is created.

Change

Even under the current economic conditions, Siemens Enterprise Communications has noted a trend with a number of large enterprises shifting towards centralised and virtualised communications infrastructures, a consolidating down of both the number of vendors and services to one location. With the adoption of Unified Communications comes improvements and integration to workflows and business processes. There is momentum in the market place now and an appetite to commence transition and embrace change.

For many DX customers this change will be substantial and central to the success will be planning. With OpenPath and Siemens Enterprise Communications know how, wide range of professional services we can provide the necessary resources and skills to both ease transition and integrate new process into your business.

In telecommunications Siemens Enterprise Communications is very proud of its global reach – and the wealth of experience in idiosyncratic, large-scale integration projects. At the same time, from SMEs to large managed services projects the company offers to manage migration to Open Standards in a manner

that, over time, provides corporations with the best mix of flexibility and cost-effectiveness.

“Enterprise communication applications are moving communications from infrastructure-based technologies to networked applications which will be routinely embedded in enterprise IT platforms,” states Gartner.

“UC and collaboration will become increasingly prominent as preferred way to conduct and manage alternative communication modes.”

Siemens Enterprise Communications is providing a route to Open Communications through their OpenPath strategy which not only protects existing investments, but enhances it now with the Chameleon licence concept.

Our evaluation and transition process is going to take us a minimum of five years and has started with the move towards IP to the desktop with the OpenStage handsets in various locations that strategically warrant the deployment. We also plan to test SIP trunking between a remote campus and the main campus to replace an ageing microwave system as well as deploying IP telephony to remote areas otherwise reliant on more costly direct exchange lines.

“We have already invested in OpenScape Voice and now with the DX at the latest software revision and the added advantage of Chameleon licences, we shall continue system testing, and grow the number of users on both DX and OpenScape Voice.”

Graeme Roberts

Telecommunications Services Manager
The University of Liverpool



About Siemens Enterprise Communications

Siemens Enterprise Communications is a premier provider of end-to-end enterprise communications solutions that use open, standards-based architectures to unify communications and business applications for a seamless collaboration experience. This award-winning “Open Communications” approach enables organizations to improve productivity and reduce costs through easy-to-deploy solutions that work within existing IT environments, delivering operational efficiencies. It is the foundation for the company’s OpenPath commitment that enables customers to mitigate risk and cost-effectively adopt unified communications. This promise is underwritten through our OpenScale service portfolio, which includes international, managed and outsource capability. Siemens Enterprise Communications is owned by a joint venture of The Gores Group and Siemens AG. The joint venture also encompasses Enterasys Networks, which provides network infrastructure and security systems, delivering a perfect basis for joint communications solutions.

For more information about Siemens Enterprise Communications or Enterasys, please visit www.siemens-enterprise.com or www.enterasys.com

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