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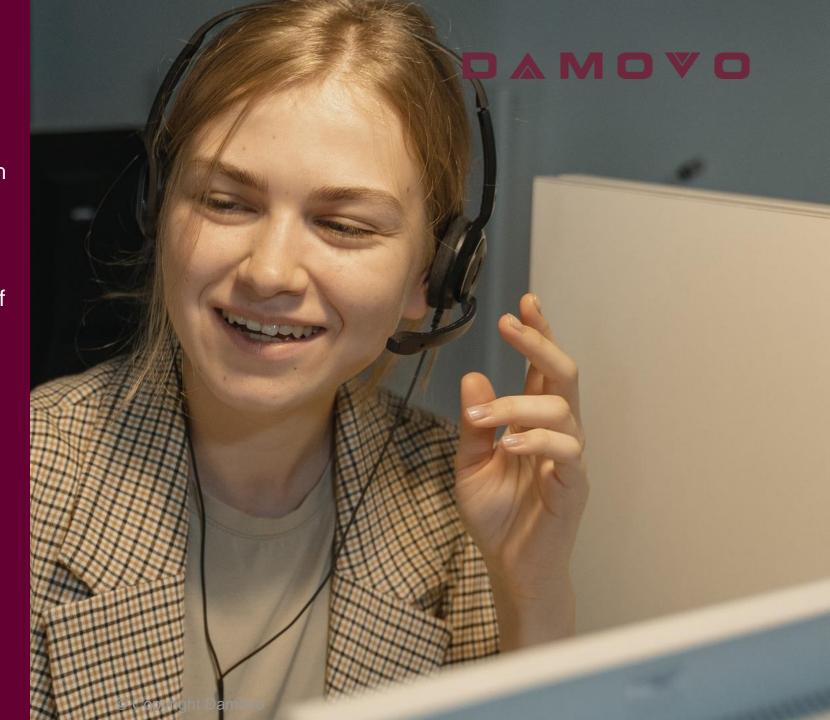**Enhancing communications at a large university campus**

Change Driver

A large university in Ireland wanted to replace its legacy telephone system which was end of life and presented a significant risk to the day to day running of the organisation.

The institution deals with a large volume of calls coming from several sources including external calls that require a contact centre environment, and internal communications across campus buildings and remote locations.

The customer also required the new telephony solution to be integrated with their Google Workspace, formerly known as Gsuite, environment which is Google's Unified Communication product set.

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Damovo Approach

Damovo first benchmarked the technical abilities of the 4 vendor technologies (Avaya, Microsoft, Cisco and Mitel) and finally did the migration from the existing Nortel environment to a SIP-based Avaya Aura UCC & CC platform. Dedicated servers and gateways are hosted in the university's own data center and are connected to a redesigned voice-enabled network. Damovo integrates the telephony solution with their Google Workspace. This integration enables the university to perform calls, video chat, direct messaging and more from the one application.

The managed service by Damovo provides the University with Level 2 and 3 support including system patching and upgrades for the duration of the contract.

Customer Value

How the **IT manager** benefits

User provisioning was simplified for the University IT Team.

The new telephony solution is seamlessly integrated with the data network.

Moving to a more modern SIP system is more cost effective while also being more reliable.

Risk was significantly reduced by migrating to a supported UC environment with clear roadmap for the future.

How the **students and employees** benefit

New contact centre functionality enables calls to be directed easily to the right place – delivering a better student and customer experience.

Integrating Avaya with Google workspace allows to communicate from one single platform.

New UCC platform enables the University to create a more flexible working environment for staff.

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