

Bringing voice into the Cloud

Edith Cowan University boosts productivity and reduces costs with an IP-based, Microsoft Teams UC platform

Customer story snapshot

Customer: Edith Cowan University

Industry: Education

Overview

As an educational institution, Edith Cowan University (ECU) understands how critical the ability to easily share information and ideas is. But with their voice communications based on an ageing on-premise PABX VOIP solution, they were struggling. They wanted to replace this infrastructure and reduce the cost of handsets by switching to soft phones and headsets.

What they needed was a platform that reflected their status as a progressive university (ECU is named after the first woman to be elected to an Australian Parliament) with a reputation for excellence in teaching and state of the art facilities.

ECU prides itself on making the student experience the best it can be. Achieving this not only requires great teaching, but also the right technology so students, teachers and staff can excel.

To achieve this, they were looking to invest with a telco for enterprise-grade voice network services, including a new Unified Communications (UC) voice platform that could offer additional functionality, improved user productivity, reduced hardware footprint and costs – and could meet their current and future business requirements.

The compelling reason behind their choices

In seeking to achieve an improved experience that embraced the consumer style consumption of services, ECU leveraged its relationship with Microsoft augmenting its existing deployment of solutions including Teams, Exchange and SharePoint through their Office 365 subscription.

Being able to integrate this functionality gave them a compelling reason to choose Microsoft's Office 365 Teams solution over other voice platforms.

Equally important were the capabilities offered by Ensyst, an Optus company and award-winning cloud experts. Working together, we were able to provide ECU with an end-to-end solution from a single provider, simplifying and shortening lead times for implementation.

Technologies used included the Optus Evolve service, Audiocodes Session Border Controllers (SBCs), Poly handsets and headsets.

**This is Enterprise.
This is Optus.**



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ECU
EDITH COWAN
UNIVERSITY

Seamless execution starts with planning

To ensure seamless project delivery, ECU, Optus and Ensyst worked closely together on the platform requirements and design, recognising the university's in-depth knowledge of their environment and any possible challenges, including the number of users and the physical location of devices and departments.

To ensure minimal disruption to the organisation and users, the system was designed to co-exist with the incumbent telephony solution while the phased approach to the migration continued to completion.

A focus on Change Management is critical to the success of projects that introduce new technologies or toolsets and require a behaviour change among target groups.

Ensyst provided Change Management Consulting Services, and by engaging key stakeholders, executive sponsors and users through a structured change management program, ECU have achieved greater user adoption and value from their investment.

Strongly positioned for the future

The project was completed prior to COVID-19 so ECU was able to benefit from the adaptability and flexibility offered by Microsoft Teams Calling during lockdown.

Upon completion, the solution provided ECU with a production ready, fully hosted, 3rd Level Managed Microsoft Teams Cloud Voice solution that will help the university reduce IT costs, improve productivity and better manage risks.

Other benefits of significance include:

- **A dramatic increase in flexibility and mobility for users** – people can make and receive phone calls through a classic phone device, app on a mobile/tablet device or through a headset on their computer
- **Comprehensive support** – 3rd level managed support reduces the number of IT resources needed to manage essential updates and patches.
- **Easy access to voicemail** – the Unified Inbox feature that allows people to get access to their voicemail from their email inbox. This helps people keep in touch with urgent tasks even when away from their desk.
- **Rich Presence and Instant Messaging capabilities** – provide additional ways to communicate.
- **Audio, video and web conferencing capabilities** – enables a more collaborative culture within the organisation, including the growing number of staff working from home.
- **Future proof** – the cloud integrated platform will support new Office 365 functionality as it becomes available.



Gold Collaboration and Content
Gold Communications
Gold Messaging
Gold Cloud Platform
Gold Cloud Productivity



"We attribute the high acceptance levels and staff engagement to both Optus and Ensyst's support and guidance in developing and delivering our change management plan." – ECU project staff

To find out more, speak to your Optus Account Manager today.

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