

Why evaluate VoIP?

- Periodic PBX standard review
- Wanted 4 digit dialing between offices, remote management, single image view, and potential for self installs
- Productivity enhancement – software directory, caller ID pop-ups, 4 digit dialing, “any phone” feature, softphone client, work from home option
- Moves, adds, changes savings, toll-bypass savings

Vendors Assessed & Selection Criteria

- Cisco, Siemens, 3Com NBX, Spherecom, Altigen, Shoreline
- Criteria – reliability, manageability, ability for legacy PBX connection, scalability, self install option, possible integration with Novell GroupWise

Implementation Problems

- Only issues were timing of router upgrade prior to second site roll out and Qwest managed VPN - Nortel Shasta 5000 transmit port issue
- Lesson – make sure you do a network suitability test – even for small installs, and make sure you have authority and time for end to end upgrade purchases – we needed a new router at the HQ site, I had little influence.

ROI results

- Initial savings over legacy system at three sites - \$40,000 (of a total initial spend of \$130,000).
- Management savings - \$10,000 annually over three sites
- Employee productivity savings - estimated at \$9,500 per month

Next Steps & Leveraging

- Very happy with vendor progress
 - Added VoIP phone hardware
 - Added SMTP send to .WAV feature for voicemails sent to GroupWise inbox
 - Added distributed voicemail server robustness
 - Added softphone client software
 - Added voice and web conference bridge appliance

Desired Future Vendor Focus

- Maintain very good support levels
- Maintain excellent system reliability
- Maintain exceptional management application, client application and firmware upgrade procedure
- Improve network status reporting (softphone client traffic, VoIP phone traffic reports, UDP vs. IP signaling traffic)
- Lower the cost of annual maintenance fee