



Modernized VoIP/Data/Wireless Solution for an International Education Company

Business Need

As part of a larger, 5-year technology lifecycle program, an international for-profit education company needed to centralize its phone system utilizing a Cisco Unified Communication Management Solution. The client sought consultants who could design cabling infrastructure and deploy VoIP/Data/Wireless implementation with a suite of project management services. The consultants needed to be able to provide project management services for implementing the compatible design across 110 campuses in North America.

Industry: Education

Employees: 10,000

Location: Orange County, CA

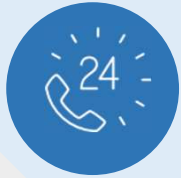
Budget: \$23.6 M

Duration: 16 Months

Requirements



Reduce telephony costs by utilizing VoIP within the enterprise and minimize support costs by establishing a universal VoIP standard across all 110 campuses.



Increase productivity for call center operations by enabling employees to field 100% of incoming calls.



Updated End-of-Life/End-of-Sale technology to be eligible for advanced warranty; augmenting supportability and business continuity.

Solution



Assessed the current network infrastructure and optimized the existing telephony environment to determine all necessary augmentations across the enterprise.



Implemented a standard feature set including: Paging, Call Accounting, Call Recording, Presence, Operator Console Software, and IVR.



Procured and implemented network equipment, circuits, and voice hardware that met each business objective.

Outcomes

Furnished campus facilities with precise cabling and electrical accommodations.

Increased campus productivity by a new wireless and circuit augmentation solutions.

Modernized call agent technology which increased their existing revenue stream through increased enrollment.



About Thinkbox

Thinkbox Technology Group ("Thinkbox") is an independent consulting firm providing IT strategic services with high caliber IT project manager and design professionals. Our business partners value our in-depth knowledge of industry trends and economically responsible initiatives, which provide clients with solutions for today and prepare the client landscape for future technologies.