VoIP Project Update

Agenda

- Introduction – William Green
- Project Status and Schedule – Alison Pellingra
- Building Recommendation Sample – Alison Pellingra
- Support Process Overview – John Lovelace
- Cost Savings Considerations – John Lovelace
- Soft/Mobile Client Update – John Lovelace
- Questions
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Deployment & Schedule

- Process Overview
  - Phased approach: Survey/Recommend/Remediate/Deploy
  - Estimated transition timeframe varies by building
- Project Status
  - Wave 1
    - Surveys nearing completion
    - Deployments anticipated to begin in late July/early August
  - Waves 2-4
- Project Wiki:
  - [https://wikis.utexas.edu/display/itsnt/VoIP+Project](https://wikis.utexas.edu/display/itsnt/VoIP+Project)
  - Weekly project updates by building
  - Instructions for using the service/training material
  - Frequently asked questions
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Building Recommendation Overview

• The recommendation report includes:
  – Written explanation of recommendations
  – Summary of findings with estimated transition costs & ongoing service costs
  – Detailed information by phone line
• Opportunity for Units to review & revise
  – 10 business days
• Example survey recommendation
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Rate Review Completed

<table>
<thead>
<tr>
<th>Service</th>
<th>Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Basic</td>
<td>$5</td>
</tr>
<tr>
<td>Business</td>
<td>$17</td>
</tr>
<tr>
<td>Analog*</td>
<td>$19</td>
</tr>
</tbody>
</table>

New rates will be updated in the billing system following deployment of the service in each building.

http://www.utexas.edu/its/voice

* As approved
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Cost Savings Approaches

• **Evaluate whether phone service needed**
  – Decide whether all phone lines are necessary
  – Identify opportunities to reduce lines

• **Select appropriate phone service**
  – Determine whether business service is needed
  – Cost savings can be realized by moving to basic service
  – Removing some features can result in a less expensive phone

• **Assess need for a desk phone**
  – Run VoIP applications on computer and utilize a headset
  – Forward line to cell phone, don’t purchase instruments (must have good cell coverage in building)
  – Run VoIP application on smart phones, don’t purchase instruments (must have good WiFi coverage)

• **Utilize unused network ports**
  – Reallocate switch ports that have not been used in the last 180 days for VoIP use
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Support Process

- Phones with basic service supported by unit
  - User contacts local TSC
  - Troubleshooting flow chart
  - Escalation of basic service support by work order
  - As-built/deployed equipment and service details
  - Network tools updated
  - Evaluating self service capabilities

- Business and analog service supported by ITS
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Support for new service or changes to existing service

- Submit a work order through the Business Office
  - New phone service
  - Change in class of service
  - Soft/Mobile client request
  - Consultation for advanced feature configuration
  - Authorization Code (Ex. International Dialing)
- Planned turnaround within 3 business days
- New automated forms in development
- PIN resets through Help Desk
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**Soft/Mobile Clients**

- **Genband Personal Communicator (Windows)**
  - Status: Available
  - Cost: None while supplies last (5,000)
- **Gencom for MAC Client**
  - Status: Working on purchase
- **UT Voice App (iPhone, iPad)**
  - Status: Submission to Apple Store in Process
  - Cost: $18* + work order
- **UT Voice App (Android)**
  - Status: Submission to Google Play Store in Process
  - Cost: $18* + work order

Note: Soft/Mobile clients not generally available to a building until deployment

* Estimate of pass through cost includes device license, MEP license, codec license and one-time software activation