



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



VoIP Project Update

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>
 - 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



VoIP Project Update

Rate Review Completed

<u>Service</u>	<u>Rate</u>
Basic	\$5
Business	\$17
Analog*	\$19

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

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



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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



VoIP Project Update

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