



Telephony  
Desktop  
Mobility  
Collaboration

## Unified Communications Creating a Modern Collaboration Model

### Presented by:

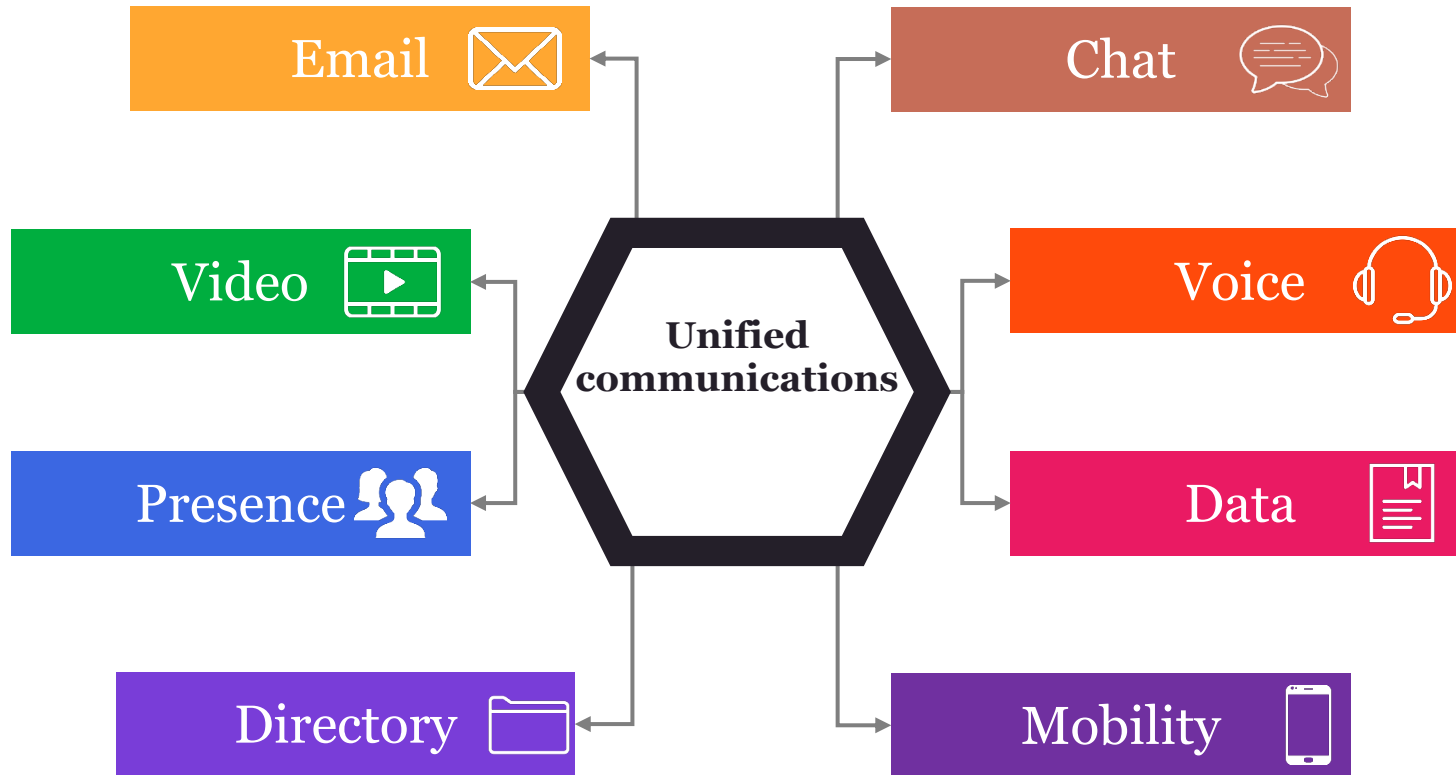
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## Background and Motivation for Change:-

- **September 2019 Wits ICT embarked on a Unified Communications Project.**
  - Replace the existing ageing telephone systems.
  - Risks of retaining existing communications equipment.
    - Becoming unserviceable.
    - Lack of spares.
    - Costly infrastructures.
    - Unreliable and ageing telephone cabling.
    - Inability to provide future communication requirements.
- **The University required a solution that had the ability to provide:-**
  - Flexibility that can meet future requirements.
  - Integration capabilities to other solutions that the University has adopted.
  - For the replacement of existing telephone systems, instruments, contact centres and telephone billing technologies.

# What is a Unified Communications (UC) Solution



## ➤ Unified Communications provides for:-

- A platform and tools that can communicate across multiple communication channels.
  - Telephony
  - Contact Centre and Multimedia (Facebook, WhatsApp, Twitter, Web)
  - Video.
  - Messaging and Voicemail
  - Content Sharing and Collaboration.

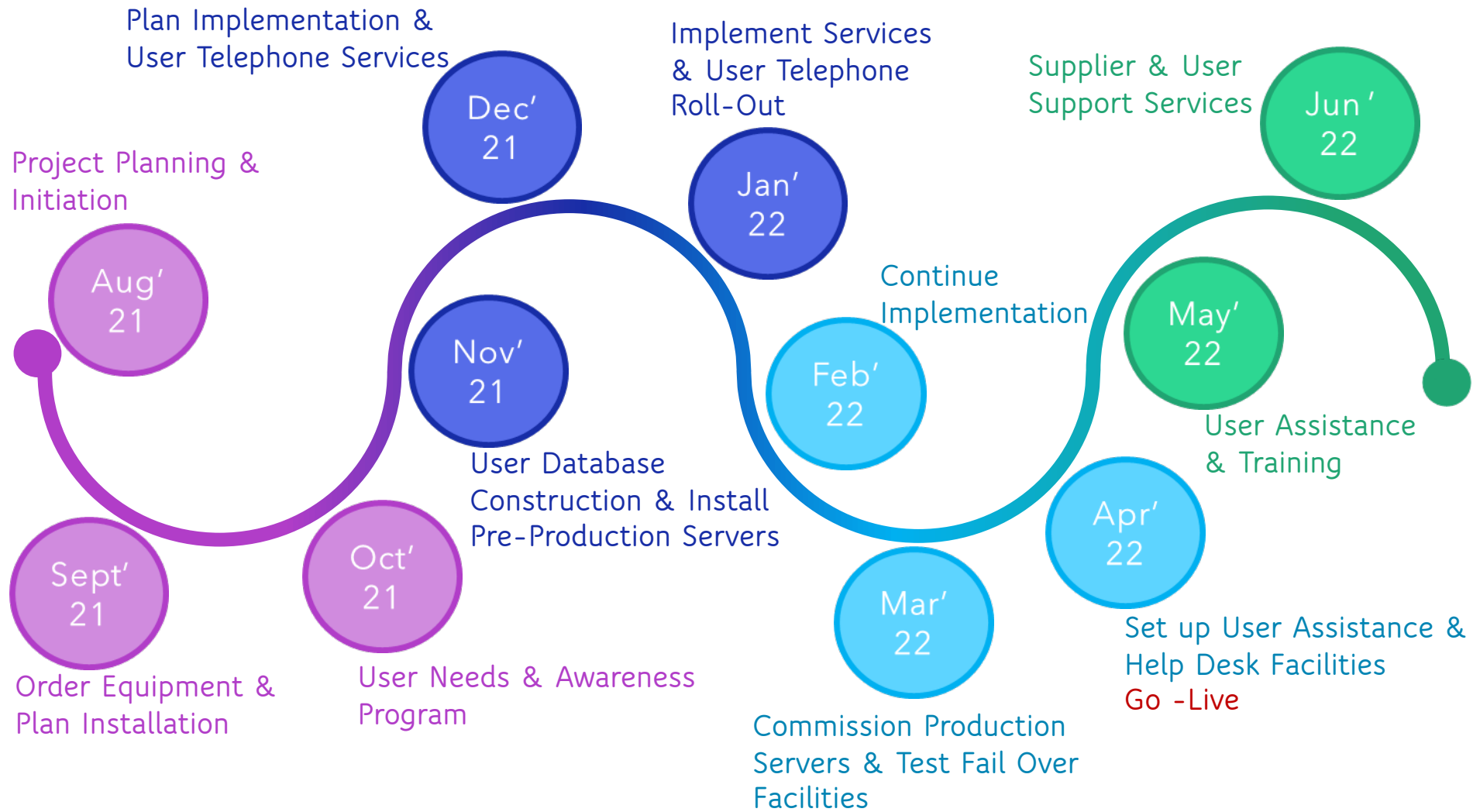


# Wits Unified Communications Teams

- **TASK TEAM - STEERING COMMITTEE:**  
COO, CIO, CFO, Director for Legal Director,  
\*Director for Procurement, University Registrar, Operations Manager  
Health Sciences, \*Associate Professor - School of Electrical &  
Information Engineering, General Manager - Application Delivery Support  
Services, ICT Contracts Manager, \*Networks Team Leader.
- **TENDER EVALUATION TEAM**  
\*Networks Team Leader, \*Associate Professor, \*Director for Procurement,  
PURCO, Infrastructure Team Leader, Telephone Services Manager,  
Telephone Cost Manager, Unified Communications Consultant
- **TENDER HIGHLIGHTS**
  - Scope of Works
  - Market Research and Budget Proposal
  - Executive Approval to Proceed.
  - RFI processes - OEM's
  - OEM Evaluation, Presentations and Shortlisting
  - RFP Processes – Top-tier Partners
  - Tender – RFP Evaluations 11 Partners



# Unified Communications Project Roadmap.





## Project Risks and Resolutions:-

### ➤ **COVID-19.**

- **Health and Safety** – Standard Health and Safety of the University.
- **Availability of Personell** – Pre-Planning and Meetings.

### ➤ **Communication**

- Teams Meetings, Telephone Calls and emails.
- Engaging with management to facilitate deployment.

### ➤ **Access to Buildings and Offices.**

- Co-ordinating access for deployment with the business management.
- Visit each building to determine responsible personell and access to keys for locked offices.
- Engage with senior management for support where required.
- Pre-Planning dates and times for roll-out of telephone instruments per building and departments.

### ➤ **Project Time-lines**

- **Equipment Delivery** – To not delay the project due to extended delivery periods (due to COVID-19) a Loan Server was provided by the supplier to enable the instrument roll-out phase of the project.
- **World-wide chip shortages for telephone instruments** – alternative telephone instruments were supplied to cater for this. (More recent technology)





- **Mobility:-**
  - Telephone calls via applications on Mobile and static devices.
  - Internal calls to Wit's users at no cost.
  - South African called numbers are charged at standard rates.
  - Improved Reachability to key personnel.
- **Enhanced Telephone Sets:-**
  - High quality voice with speakerphones, colour LCD displays, programmable keys with Bluetooth .
- **Presence displays:-**

Telephone status/availability of other Unified Communication users.
- **Voicemail:-**
  - To email
  - Visual voice mail on user devices.
- **Corporate Telephone Directory:-**

Integration.
- **Advanced Features:-**
  - Switchboard operator functions
    - Personalised messages and auto logoff.
  - Contact Centre features
    - Agent efficiency reporting and quality voice management.
  - User Call Budget Management.

