



BUILDING A SCALABLE TELEPHONY SOLUTION TO LAST FOR OVER 16 YEARS

UTAH VALLEY UNIVERSITY (UVU)

Utah Valley University (UVU) is a publicly funded university located in Orem, Utah. UVU is the largest university in Utah with over 34,000 students enrolled. The university, which is known for being forward thinking in its approach to education and use of technology, has been nominated for technological awards and has served as an example for other universities in the state.

CHALLENGES

When UVU launched a bid for a new telephony infrastructure in 2000, it was looking for a scalable solution with investment protection. Since then, it has grown exponentially and has needed to meet many new demands from students and the faculty.

UVU needed to upgrade the solution incrementally to keep up with the latest technologies (VoIP, SIP, E911) and have a system flexible enough to add over 300 new lines each year.

UVU also wanted to be able to offer telephony and collaboration to staff while mobile or working from home, and improve student-staff communications.

PRODUCTS AND SERVICES

Alcatel-Lucent Premium DeskPhones

Alcatel-Lucent OpenTouch® Multimedia Services (including Messaging and Fax services)

Alcatel-Lucent OpenTouch® Session Border Controller

Alcatel-Lucent OpenTouch® Conversation

Alcatel-Lucent OmniVista® 8770 Network Management System

WHAT MADE THE DIFFERENCE?

TriTel Networks, Inc., an Alcatel-Lucent Enterprise business partner located in nearby Salt Lake City, Utah, responded to UVU’s request for proposal with a robust and state-of-the-art solution.

UVU liked the solution’s open architecture and its flexibility to support PBX as well as VoIP and digital phones, and other new technologies.

Location: Utah, USA

Vertical: Education

Number of users: 6000+

Deal implementation: 2000 - 2016

Business partner: TriTel Networks, Inc.



BENEFITS



TECHNICAL

The Alcatel-Lucent Enterprise Software Evolution Support program keeps UVU’s software current, maintaining compatibility with new technology and applications such as VoIP, SIP, digital and wireless phones, as well as older phones dating back to 2000.

UVU’s technicians received Alcatel-Lucent Enterprise certification training for optimal telephony infrastructure management and maintenance.



FINANCIAL

UVU has capitalized on its initial purchase, keeping its infrastructure in place for 16 years, and counting.

UVU’s ICT strategy and their now fully-trained technicians, has meant savings on maintenance costs and the cost of technology per student.



USER EXPERIENCE

VoIP phones mean staff members can work from home and other campuses.

The solution has had a positive impact on the way people communicate by phone with UVU staff, the needed funding, and the overall reputation of UVU’s phone system.



“UVU aims for absolute excellence when it comes to our telephony systems. With the support of Alcatel-Lucent Enterprise and TriTel Networks, Inc., and our great on-site team, we are able to stay well ahead of the curve.”

Tom Branam, Telephone Services Director, Utah Valley University

