



CASE STUDY



SCALABLE UNIFIED COMMUNICATIONS ENABLING COLLABORATION AND FUTURE GROWTH

The University of Liverpool is rated in the world's top 1% of universities. It has renowned institutes and centres and an £89m research income, focussing on seven key 'real world' research themes, with 90% of its research impact being 'outstanding' or 'very considerable'. Liverpool is associated with nine Nobel Laureates in 100 years and is accredited by all the UK's main scientific research councils.

The University of Liverpool is a customer of Daisy (formerly Alternative).

The Challenge

The University of Liverpool is one of the great centres of research, knowledge and innovation in the UK. A Russell Group Institution, the university's pioneering reputation attracts students, experts and partners from around the world. It has 1,300 leading researchers, 22,000 students, 195,000 alumni in 40 associations, 5,500 staff and more than 400 programmes.

The University of Liverpool had a legacy estate which was very expensive to run and maintain. The basic voice system didn't offer the range of functionality required to improve collaboration across such a large reach. The university needed to move to a server-based solution, to reduce the burden of overheads, and also deliver a platform for future growth. With such a wide estate it needed a paced migration plan which it could control, so that it could run the two estates in parallel and maintain service to all throughout the project.

i AT A GLANCE

Company: University of Liverpool

Industry: Education

Sites: 1 - 10

Employees: 5,001 - 10,000

Objectives:

- To upgrade its existing legacy telephony estate to one that would improve collaboration, deliver future growth and reduce overheads

Solutions:

- Connectivity

Results:

- Adoption of desk-based telephony alternatives by staff and students has reduced breadth of physical estate required and has encouraged collaboration
- Estimated £80,000 saving in annual running costs

The Solution

Daisy worked closely with the University of Liverpool to update the estate, deploying Mitel's MiVoice business platform, with Teleworker, MiCollab, and call recording and Mitel's Marwatch product providing visibility and control over the entire estate.

This deployment sits atop a new 1Gig network (both wired and wireless throughout the campus) with between 3,500 – 4,000 handsets being deployed.

The Result

There has already been a keen adoption among staff of both soft phones, mobile and PC clients to make calls, plus twinning their mobiles with the desktop infrastructure. This has reduced the physical estate required, whilst allowing the university to become much more connected and collaborative than it was before. The reduction in management overhead is forecast to deliver an £80,000 per annum savings in running costs.

With 'clearing' being a critical time for universities, the Marwatch monitoring solution provides The University of Liverpool with clear visibility of real-time analytics, enabling full understanding of calls, call volumes and success rates, and ultimately better management of its capacity to answer those calls. Moving to the server-based deployment has also made it much easier for the IT function to integrate with the wider systems, websites and resources as well as standardising the information across those systems.



Find out how Daisy can help
your organisation:

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