

# On Campus



Converting Legacy Phone Systems  
to VoIP

**digium®**  
The Asterisk Company

## On Campus: Converting Legacy Phone Systems to VoIP

“One of the drivers for moving to a more modern, IP-based voice communication system is moving from multiple separate network infrastructures to just one ... The older solutions we are operating are part of legacy telephony and while they have provided good service, they are reaching the end of their life in terms of hardware and software.

– University of Pennsylvania

**As legacy phone systems reach their end-of-life stage,** colleges and universities around the country continue to make the switch to VoIP. This decision to switch varies from campus to campus, but an overwhelming number of institutions have similar reasons for doing so.



“Not only will the conversion mean cost savings for the University, the VoIP technology includes the capability to move phones without having to coordinate with an outside vendor.”

– **University of North Carolina at Chapel Hill**

“CSUSB and Palm Desert Campus will be undergoing a major upgrade to the campus Voice over IP (VoIP) system upgrade. The project will upgrade the aging telephone system that the campus has been using since 2007, standardize voice systems on the two campuses, and will include new features to unify communications throughout the academic year.”

– **California State University San Bernardino**

“By moving voice services to the data network, Notre Dame eliminates a separate, managed voice infrastructure and dramatically reduces the cost of telephone moves, adds and changes.”

– **University of Notre Dame**

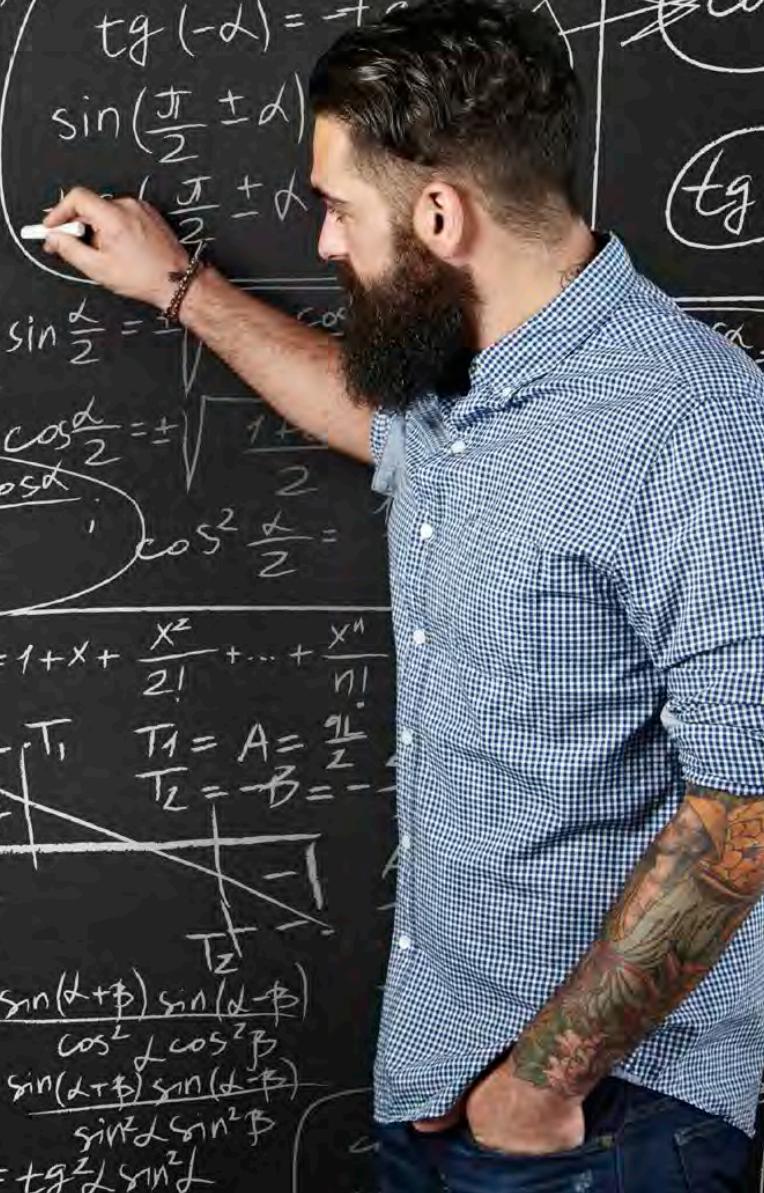
"Both the cost of wiring and maintaining a traditional PABX has historically been cost prohibitive for schools. With heightened security risks, increasing demands from parents to communicate with teachers and the need to improve productivity, the model of limited voice capability in schools is rapidly becoming a thing of the past.

As most schools adopt local area network (LAN) networks, the opportunity arises for schools to address these demands with VoIP."

– Bialik College

"The existing voice communication infrastructure, originally installed in 1996, is outdated and expensive to maintain. It also lacks the capabilities of the current generation voice technology systems that the University needs to handle our advanced communication requirements."

– University of Virginia



# Cost savings and features are driving VoIP adoption

The majority of higher education campuses have implemented strong networks that host a growing number of services for faculty and students, such as email integration, web conferencing, instant messaging, and more. The need to continually maintain and upgrade this infrastructure is taken into consideration when contemplating the implementation any new type of technology. Making the switch to VoIP is becoming necessary for universities due to the legacy phone systems not being manufactured anymore.

As time passes, obtaining replacement parts for these obsolete systems becomes more difficult, if not impossible. While this is the driving force behind the need to get rid of an old system, the main motives for adopting VoIP are cost savings and advanced feature-sets.

**Legacy phone systems are not being manufactured anymore.**

“Our legacy system had the typical problem of parts only being available aftermarket. Also, we were running two systems simultaneously that did not allow for us to move forward without a longer-than-we-desired roll out. The whole system conversion was a financial decision, but we knew that [VoIP] offered more functionality.”

– Casper College

# **Additional Perks of VoIP**

**A survey by ACUTA found that the most frequently cited benefits of the VoIP network included improved end-user features**, according to 46% of the users; cost savings, cited by 31%; and overall network efficiency, cited by 23%. VoIP systems provide an opportunity for campuses to eliminate PBX systems, in part or altogether. This allows them to advance into full-featured phone services on existing network infrastructure, which streamlines maintenance and reduces operational costs. By migrating phone service to the data networks that colleges and universities already maintain, institutions can take fuller advantage of that infrastructure while ensuring the reliability of those networks, which benefits all of the IP services. Although traditional phone

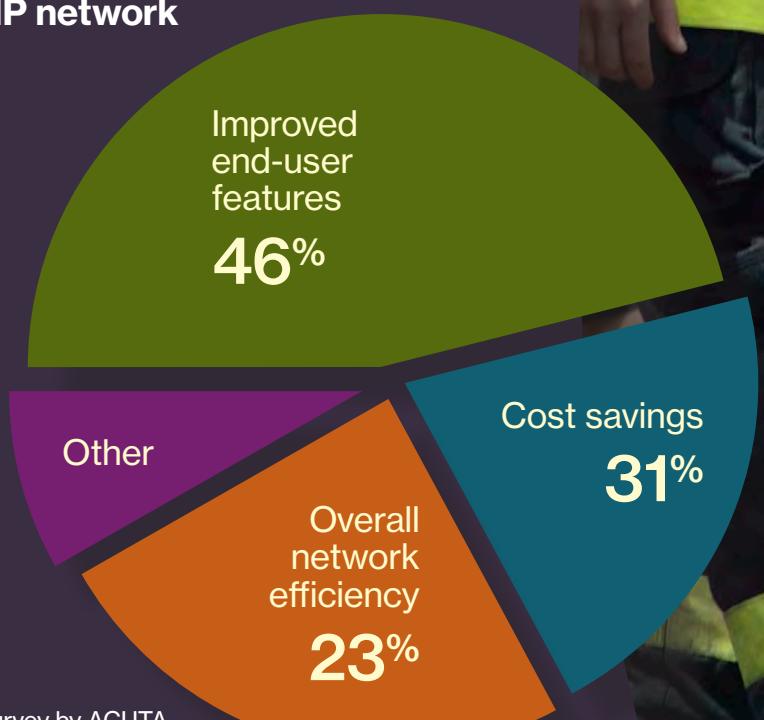
networks provide a level of reliability that IP networks have been hard-pressed to equal, the rich feature sets, along with its affordability, present an ever-more compelling argument for VoIP on campuses.

Campuses can benefit from free nationwide long-distance calls (a must-have for college students and faculty), as well as additional features such as mobility, email integration, call queues, conferencing, and more. VoIP also allows an institution to integrate phone service into its emergency notification plan, along with other network resources such as e-mail, text messaging, networked signs, and alarms. Also worth noting is that cell networks are often overloaded in emergency situations, and a VoIP phone system provides an institution with



additional capacity (or bandwidth) to make and receive calls even if cell service is disrupted – a must-have for campus-wide emergency situations.

### Most frequently cited benefits of a VoIP network



Source: Survey by ACUTA

# Future of VoIP

As data networks become increasingly reliable and high-speed networks approach ubiquity, the move toward VoIP will continue, with more and more institutions finding that the switch makes sense financially and technologically. VoIP will likely see greater integration with customer relationship management (CRM) software, and voice calling in apps will become mainstream. VoIP is part of the much larger trend of Unified Communications (UC), which promises expanded feature sets and increased effectiveness of business communications in the coming years.

Whether it's an international student needing to call home or faculty members with a campus-wide emergency on their hands, instant communication among staff, students, and parents on campuses is vital. VoIP technology has quickly become the most flexible, affordable, and integrative option for guaranteeing effective communication for educational institutions across the country.



# Digium Phones Designed Exclusively for Switchvox

**VoIP phones from Digium are the first designed exclusively for Switchvox.** Offering the tightest integration possible, these phones save time by incorporating plug-and-play installation. Extend your Switchvox system to your

desktop phone with built-in apps or build your own apps with an open API. You can customize your complete communications experience whether you're in the office or on the road.



	<b>D40/D45</b> Entry-level	<b>D50</b> Mid-level	<b>D70</b> Executive-level
Digium's entry-level phone with 2 line keys. This is Digium's best value phone designed for any employee in the company.	Digium's mid-level phone with 4 line keys and 10 rapid dial/busy lamp field keys for your most important contacts.	Digium's executive-level phone with 6 line keys designed for administrators and executives who need to manage up to 100 contacts.	
Line Keys	2	4	6
Feature Keys	4	6	10
Rapid Dial/ Busy Lamp Field Keys	0	10 keys	10 keys - 100 contacts
Ethernet LAN and PC Port	10/100Base-T (D40) 10/100/1000Base-T (D45)	10/100Base-T	10/100/1000Base-T

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# Do more than just talk!

Count on Digium's Switchvox UC to help you easily transition from a basic phone system to a feature-rich Unified Communications solution.



**In an effort to provide a similar solution accessible to everyone, Digium offers Switchvox – a full Unified Communications solution, built on the power of Asterisk.**

Switchvox is a business phone system specifically developed for small- and mid-sized businesses and organizations that want the power of the open source Asterisk solution, but without the need for custom development skills for installation. The advanced features, ease-of-use, and simple out-of-the-box setup make Switchvox an ideal solution for organizations with limited technical staff.

A full-featured UC solution, fueled by the innovation of

open source technology and open standards, Switchvox allows users to integrate their phone system with existing networks while allowing them all of the necessary advanced features they need at a price they can afford. Most importantly, by using Asterisk open source software as the foundation for Switchvox, Digium is able to provide a communications system with superior capabilities for a fraction of the cost of proprietary systems.

Digium's Switchvox solution delivers UC features everywhere you need it: on-site, in the cloud, and via mobile.

Get started at [www.digium.com/switchvox](http://www.digium.com/switchvox)

"SMBs are always on the lookout for ways to simplify their infrastructure without compromising on all the benefits that technology provides. This is especially true when it comes to business phone systems. Digium's Switchvox Cloud lets users take advantage of all the Unified Communications features found in its premises product, now in the cloud and with a simple migration path and low per user pricing."

**Richard Costello**  
Senior Research Analyst,  
Enterprise Communications  
Infrastructure, IDC



## Digium. We're changing the way businesses communicate.

Founded in 1999, Digium is the creator and primary developer of Asterisk, the industry's first open source telephony platform. More than one million customers in 125 countries have deployed Asterisk-based systems. Digium is committed to ending the days of expensive, proprietary telecom. The Switchvox family of Unified Communications solutions is built on Asterisk and is designed to provide enterprise class features at affordable

prices for small and medium businesses. The award-winning line of Switchvox IP PBX phone systems provides more than a phone system – it delivers a Unified Communications platform that integrates multiple features that increase productivity and lower monthly communication costs. It's the affordable solution with a proven return on investment for businesses with 10 to 600 users.

Learn more at [digium.com/switchvox](http://digium.com/switchvox)

### Premise, hosted or hybrid: Which works for you?

Find out more about  
Switchvox and  
Switchvox Cloud

Take a virtual tour of this powerful Unified Communications platform:  
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### Contact us – we're here to help.

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