HELPING A UNIVERSITY MOVE THEIR VOICE TECHNOLOGY FORWARD

Microsoft Skype for Business + ConvergeOne = Better ROI

When one of the world's largest online universities wanted to move away from their PBX of nearly a decade toward a new solution AND better ROI, they found the best of both. They reached out to ConvergeOne.

The Customer

Founded more than 20 years ago, this accredited online university is highly experienced — and successful — in providing innovative, high-quality educational opportunities. The university's curriculum includes bachelor's, master's, doctoral and certificate programs.

TO LEARN MORE ABOUT MICROSOFT SKYPE FOR BUSINESS, TALK TO YOUR CONVERGEONE REPRESENTATIVE OR CALL US AT 888 321 6227.

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The Challenges

With a system that required a lot of adjuncts for capabilities such as specialized reporting, the university's technology team was divided over what to do to get the best ROI for their growing needs. On one side were people who were willing to merely upgrade the old system, to maintain their current system processes and management. On the other side were team members who were adamant about replacing the existing PBX with a solution that is more streamlined.

The Proposed Solution

When the university reached out to ConvergeOne, account manager Joe Banack and local senior solutions architect Luke Kannel began what turned out to be many discussions with the university's team. Together, they worked hard to thoroughly understand the online school's business and technology needs, goals and concerns, including the pros and cons of both sides in the upgrade vs. replace debate.

In the end, the university chose to go with the solution that ConvergeOne proposed — entirely replacing the old PBX in favor of a Microsoft Skype for Business Enterprise Voice platform with integration to the university's existing Interactive Intelligence contact center.

The Benefits

With the Skype for Business platform plus endpoint management and design, implementation and after-sales support from ConvergeOne, the university's new solution delivers:

> The reliability and performance needed to facilitate the university's business
> Built-in reporting capabilities and deeper details, including not only who's calling, but also on what type of endpoint and connection
> Seamless integration with their contact center operations, to maximize both Microsoft and contact center investments
> The ability for the university's technology team to be more focused on business-centric needs
> The backing of a solution integrator they trust to provide the best support on an ongoing basis

The Future

The online university is now considering their next move, including a proposal for a contact center upgrade. They are also looking at ConvergeOne Managed Services for additional support, such as network configuration monitoring and advanced reporting tools that will help the university maintain the highest QoS. And all from their trusted advisor and vendor of choice, ConvergeOne.

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