



## CASE STUDY

# WITS UNIVERSITY

### AT A GLANCE:

#### Situation:

- Ageing legacy NEC platform and a mix of analogue and digital technology which was no longer supported created business risk
- Hardware-intensive solution required costly onsite support and maintenance
- Risk factors from lack of resilience if the 20-year old technology were to fail
- Overall support costs needed to be reduced significantly

#### Solutions:

- Clustered MiVoice Business
- MiCollab for UC and Mobility
- MBG (Mitel Border Gateway) for SRC (Secure Recording Connection)
- TW and Sip-T for remote working
- MiContact Center with HA
- Integration to MS Teams and Oracle

#### Results:

- A modernised UCC infrastructure optimised for today's hybrid working environment
- New technologies such as collaboration and mobility deliver a seamless user experience from anywhere
- Omnichannel contact centre for an improved student experience
- Substantial reduction in telephony and ongoing support costs

### SUMMARY

Wits University had an ageing analogue communications system which was no longer supported and costly to manage. Mitel, along with local partner, Itec, was awarded the contract to deliver a next generation unified communication business solution to Wits University who now enjoy a highly scalable, resilient, centralised UCC solution.





## WITS UNIVERSITY

The University of the Witwatersrand (Wits University) is a public sector organisation and the largest educational institution in Johannesburg. Wits recently celebrated their centenary and is internationally distinguished for research, high academic standards and commitment to social justice in Africa and beyond. Wits University has five faculties, 33 schools and two campuses, spread over 400 acres. There are over 8,000 employees and stakeholders, including over 2,000 students and 17 residences for student accommodation.

### The evaluation process

Wits University needed to migrate to a modern IP solution that could deliver CX, mobility, scalability and stakeholder satisfaction. They initially approached the market to investigate technology capabilities and vendor stability with the intention of modernising their telecommunications and upgrading to a comprehensive UC solution.

The first stage was a vendor RFI to choose the technology partner. Mitel produced a very good response and Wits University appointed them as the OEM. The second stage of the process was an RFP to choose a local Mitel partner to deliver the solution and provide ongoing support. Mitel put forward three partners to evaluate, participating along with other bids representing the various OEMs. Itec Tiyende was chosen, a local partner who have worked with Mitel for over 15 years.

It was a unique procurement cycle and delivery because Wits University wanted to have a truly collaborative three-way link between themselves, the manufacturer and local partner. The project began after a detailed evaluation and governance considerations over a two-year procurement cycle, and the final rollout of the project was delivered in just four months.

### A comprehensive UC solution

The educational intake for Wits University is in March therefore the project was rolled out in between semesters when the students and lecturers were away. The project was deployed in phases, avoiding the registration period and to cause the least interruption possible. The cut over took place in April 2022 and the new system was live by the time the new study year began.

The main objective of the new MiVoice Business and MiCollab solution was to move away from analogue and digital telephony devices to a centralised system with VoIP devices.

**“Our main drivers were to upgrade and enhance the legacy analogue telephone systems to allow all stakeholders including internal support staff, academic staff and students - to use any device, from anywhere, at any time. Cost savings were also a big consideration as the legacy system required substantial maintenance and internal resource.”**

**Dr Stanley Mpofu, CIO, Wits University**

MiContact Center with HA (high availability architecture with no single point of failure) was also deployed to handle all manner of student communications and enrolment queries.

TW and Sip-T enable remote working and MiCollab on a mobile phone means it can be accessed from anywhere with high connectivity over a secure connection.

Wits University needed to pivot to a modern UC solution that delivers 'Work from Anywhere' which was important during the Covid pandemic and continues to be important in the new hybrid work environment. In addition, moving away from ISDN technology to SIP-based technology offers preferential call rates and a better return on investment.

Other elements of the solution included integration to a Telephone Management System that manages and monitors call accounting with budget barring, MS Teams, social media and CRM integrations for subsequent phases.

MBG for SRC (Mitel Border Gateway for Secure Recording Connection) links the contact centre to a recording solution for compliance and an enhanced customer experience.

The university has 8,178 active users consisting of 6600 MiCollab users, 54 voice agents and InnAttend Operator consoles. Of all the stakeholders, there are approximately 2,000 students who now have IP phones in their residential rooms.

## Impressive results

The modernised UCC solution provides Wits University with a highly scalable and resilient infrastructure, optimised for hybrid working. It is located within Wits' two data centres with centralised operators, UCC and IP endpoints.

The Mitel solution offers extended visibility to the various contact centres, and the modern omnichannel contact centre solution has improved the overall student experience.

The migration to SIP trunks has achieved significant cost savings along with reductions in ongoing SLA support costs. The return on investment over a five-year period will be substantial, as all software can now be supported remotely, and no onsite fixes are required any longer.

**"Wits University consists of 147 separate buildings so the UC solution was a fairly complex deployment. However, the rollout was quick, efficient and seamless, thanks to great communication and collaboration between Mitel, Itec and the university IT staff. We are delighted that the new technology has seen such rapid and notable improvements in productivity, access, mobility and operational efficiencies."**

**Andy Bull, CEO, Mitel South Africa**

The modern technologies such as video, collaboration and mobility deliver a seamless user experience, whether on campus or remote working, improving productivity and communication. The project catered for around 2,000 student telephones, which is about 20% of the user community. Seamless user mobility with feature enhancements and the migration to a full IP solution has enabled reliable and secure communication services to student residences.

Other notable benefits include advanced Switchboard Operator functions, improved User Budget Management and integration with existing business systems such as ITSM, Oracle and MS Teams.



## LEARN MORE

Find out more about unified communications solutions at [mitel.com/unified-communications](https://mitel.com/unified-communications). Explore more stories like this at [mitel.com/learn/case-studies](https://mitel.com/learn/case-studies).