

A person is seen from behind, climbing a dark, textured rock face. The person is wearing a dark shirt and shorts. In the background, a large, white, stylized arrow points upwards and to the right, set against a blue sky. The overall scene is dimly lit, suggesting dusk or dawn.

# Making the Leap

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# Northwest Nazarene University

- 255 Full-Time Employees
- 1230 Undergraduate Students
- 525 Graduate Students
- 10 + Customer Service Models

# The Problem

- Failing voice mail system
- Poor customer service
- Varied business models
- No staff dedicated to phone system
- Adds / Moves / Changes difficult

# The Search

- Upgrade our existing system
  - OR
- Purchase system and modify heavily
  - OR
- Find system flexible enough to meet needs –  
Inter-Tel 7000

# Partnership

- Understanding roles
  - NNU's responsibility
  - Inter-Tel's responsibility
  - Datatel's responsibility



# Implementation

- March 13, 2006
  - Network health checkup
- April 3, 2006
  - New PRI Lines installed
- April 10-14, 2006
  - Equipment Arrives
  - TFTP server installed
  - Switches configured and rack mounted

# Implementation

- April 17<sup>th</sup>, 2006
  - IP phones connected to network on desks
  - Batch upload of all employee & student names and numbers
  - Connect system to new PRIs
  - Test outgoing and internal calls.

# Implementation

- April 18th, 2006
  - Cutover IP phones (5 minutes)
  - Move copper for 600 dorm analog phones (3 hours)
  - Configure Credit Card Machines
  - Fax Machine Work
- April 19-20, 2006
  - Working with Hunt Groups and advanced routing

# Endpoints

- 345 IP Phones
- 600+ Analog Phones
- 50+ Soft phones
- 2200+ Extensions

# Reaping the Benefits

- Response to our customers
  - Higher degree of personal contact
  - Personalization of routing
  - Quick response to voice mails
- Traveling folks take along their soft-phone
- International Students in contact with parents

# Reaping the Benefits

- Ability to manage IP phones ourselves
  - Adds/Drops/Changes are simple
- Conference calls simplified
- Emergency (911) response faster
- Caller ID

# Initial Challenges

- Alarm lines needed direct analog lines
- Faxes are sensitive
- Helping people not becoming overwhelmed with the possibilities of the new system

# Future Direction for NNU

- Transition network switches to POE
- Place UPS's on all network switches (not just the core switches)
- Full integration with ERP system
- Billing system