

User Forum: IP Telephony Strategies & Visions

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Decision Drivers

- **Functionality**
 - Outgrew existing key-based solution
 - Required a more robust phone system supporting growth & user sophistication
 - Integration with network applications
- **Support & Availability**
 - Ease of system administration
 - Self-sufficient support capabilities
 - Limit single point of failure
 - Outage recoverability
- **Cost Savings**
 - Site-to-site calls over data network
 - Minimize vendor related support/expansion costs
 - Reduction in long distance

Implementation Profile

- Locations: 9
- Handsets: 1,500
- Timeframe: Less than 3 months
- Staff: 2.5 FTEs
- Reseller support: None
- Vendor support: Limited (initial 2 sites)

Challenges

- User community resistance to change
- User community becoming familiar with new functionality
- Logistics related to a phased implementation approach

Benefits

- Uptime
- No single point of failure
- Easy administration
- Call Manager
- E-mail/Contact Management integration
- Quality of voice
- Reduced long distance charges
- Soft Phone support

- Upgrading data network to handle voice
 - Data switching equipment (POE)
 - Tweaking to eliminate jitter

- Improved coordination between Telecom, Infrastructure & Network groups needed
 - Phone system no longer just a Telecom issue
- New security concerns
 - IP voice traffic theft
 - Voicemail server vulnerability to the “elements”
 - Virus
 - Security Breach

What Else?

- Implemented call center support (ACD)
 - Receptionists
 - IT Help Desk
 - Loan Servicing
- Application Integration
 - Voicemail accessible via e-mail
 - Soft Phone support
 - Integrated Software console

Why was it a success?

- Vendor technical training
 - Best money ever spent
- Planning
- User training
- Communication
 - Throughout ResMAE, not just IT
 - Vendor
 - LEC