

## **University of South Australia Moves to IP with NEC**

**Melbourne, 13 December 2010:** NEC Australia is implementing a complete IP voice solution across the University of South Australia's five campuses.

The project will reduce the University's ongoing and high operational costs of running a telephony network as well as provide greater flexibility allowing the university to manage its IT systems more efficiently.

The new infrastructure will feature a fully converged IP telephony system that's tightly integrated with the University's Active Directory.

The solution integrates with Microsoft Exchange for Voicemail on IP phones and PC as well as offering "softphone" capability from laptops, PCs and even smart phones.

It also includes a management platform MA4000 which interacts with the University's other corporate systems to simplify and automate administration tasks.

The University has also chosen NEC's Q-Master contact centre application for customer service personnel located across a number of sites. This application will provide flexible call queuing, skills based routing and detailed real-time and historical data for the University's Customer and Library help desks.

Stephen (Rocky) Stone of University of South Australia said: "NEC was chosen because it offered the best value for money and integration capabilities with the University's Exchange Email platform and its corporate directory (Active Directory)."

The Fusion network will consist of NEC SV8500 communications servers located at the Mawson Lakes and City West campuses to support up to 6,500 users across the five campuses.

John DiUbaldo, Chief Regional Representative for SA, QLD, and NT, NEC Australia said: "NEC has offered a robust and redundant solution that provides a low risk and seamless

migration strategy.

“NEC is committed to working collaboratively with the University of South Australia to deliver a resilient, value for money solution that meets the University’s objectives of environmental sustainability and improved productivity and business efficiencies,” Mr DiUbaldo said.

Since December 2009, NEC has been providing multi-vendor maintenance through its NECare Services. “We needed a vendor who was able to look after our existing telephony infrastructure now and during the transition of implementation,” Mr Stone said.

Implementation of core infrastructure at the University’s five main sites has been completed with deployment of new phones to all users expected early 2011.

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**For media enquiries please contact:**

Will Clarke  
NEC Australia Pty Ltd  
Tel: 03 9271 4172  
Email: [will.clarke@nec.com.au](mailto:will.clarke@nec.com.au)

Georgie Nelson  
n2n Communications  
02 9213 2308  
[gnelson@n2n.com.au](mailto:gnelson@n2n.com.au)

Visit [www.nec.com.au/news](http://www.nec.com.au/news) for more information and follow NEC on Twitter @[NEC\\_Australia](https://twitter.com/NEC_Australia)

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The University is committed to the provision of high quality information technology services and facilities to its students and staff to assist in the conduct of academic, research and administrative activities consistent with the University's mission and statement of strategic intent. The application of new and emerging technologies is a key strength of the University and IT is being enthusiastically embraced by staff and students.