UNIFIED COMMUNICATION AND COLLABORATION – HIGHER EDUCATION

Solution Specialist:
Sandra Lee-Joe - Unified Communications

Agenda
- Driving Forces for Universities
- Demonstration of UC&C Platform
- Building the Business Case
- Where do I start?
- Question and Answers
Driving forces for Universities

- Enhance undergraduate and postgraduate teaching
  - Improve teaching and learning infrastructure
  - Use technology to further educational goals
  - Integrate student services

- Enhance Research
  - Build strategic alliances with other institutions in Australia and overseas
  - Find expertise that can help

- Business productivity and Efficiency
  - Time Management
  - Training for internal staff

It starts with presence

- How would you communicate if you knew the other person was:
  - Immediately Available
  - Was teaching for the next 30 mins
  - Out of office for the week

- Manual directory
- Manual dial
- Voicemail
- Nobody there
- Try somebody else
- Decide to call

Frustrations & delays
Virtual Team: How would you work?
Communication and Collaboration challenges

Role 3: External Contacts:
Other Universities
Private enterprise

Role 2: Faculty
Home/Hotel Room/Cafe

Role 1: Students

Collaboration enabled processes

Unstructured/ Collaborative Processes

Get specs from internal stakeholder

Draft release

Collate feedback (fax, email, revisions, phone & other)

Draft 2 Release

Final signoff

Web team

Unstructured/ Collaborative Processes

Distribute to stakeholders

Feedback

SIGN OFF?

Distribute to stakeholders

Publish to web

WEB SITE

No release

FORMAL INTERNAL PROCESS

Brief "Advisor" Qualified?

Draft release

SIGN OFF?

Distribute to stakeholders
Meeting Room to Desktop

1. Find a video resource online
2. Start to Communicate
3. Invite Others to join conference (Meeting Room or Individuals)
University Adopts Unified Communications to Improve Education, Streamline Operations

“Students do a lot of studying between 11:00 P.M. and 2:00 A.M., “They can get at library resources and Blackboard online, and now they are able to reach classmates online using tools that they already know and use.” John Tibe, Director of Enterprise Computing and Communications, UK

Business Challenge:
The university wanted to provide students with better ways to collaborate with professors and one another, provide staff with more efficient ways to meet, and extend faculty expertise across the state.

Benefits:
• Enhanced learning
• Improve productivity 15 minutes per day
• Reduce travel costs by 20 percent
• Expanded medical services
• Easier, less-expensive communications
• Strengthened security infrastructure

Business School Enhances Reputation Through Improved Constituent Service

“Areas such as Marketing, Admissions, Fundraising, Facilities, IT, Alumni and Student Services maintained and protected their own constituent data on separate systems...It meant there were tiny pockets of really good data but the vast majority was very out of date.” Ric Lamont, CIO

Business Challenge:
The school wanted to strategically align its brand positioning message, ‘Global. Business. Leaders.’, to every facet of its business. However, a compartmentalised approach to managing data hampered efforts to deliver communications to a professional standard.

Benefits:
• Faster execution of routine tasks
• More efficient communications
• Improved staff and student relationships
• Better brand alignment
**Demo: UC Business Scenarios**

<table>
<thead>
<tr>
<th>Business Process</th>
<th>Capability</th>
<th>Metrics</th>
</tr>
</thead>
</table>
| Improving Teaching and Learning delivery | ➢ Leverage Audio and Web conferencing services to deliver content  
➢ Use conferencing capability to invite guest speakers to lecture  
➢ Connect learning portals with lecturers | • Reduce Conferencing costs  
• Increase satisfaction of digital natives |
| Enhance Research             | ➢ Provide a collaborative environment for NGO’s, Research agencies and Industry to better align and increase interaction for researchers  
➢ Search, share and Find information easily  
➢ Leverage conferencing facilities to connect | • Reduce Travel costs  
• Faster project completion  
• Improve staff engagement |
| Staff Productivity           | ➢ Departmental meeting through Web conferencing  
➢ HR Learning and Development – record and find just in time training | • Reduce Training Costs  
• Improve Staff Engagement  
• Reduce Travel costs |
| Consolidate costs            | ➢ Look at silo communication infrastructure  
➢ Leverage existing video systems | • Reduce the cost of compliance  
• Reduce cost of multiple systems  
• Voicemail consolidation |

**Business Benefits in general***

| Reduce Travel | % of Employee who travel for meetings  
# of trips per year per employee on average  
Average cost per trip  
% of trips that could be avoided with a Microsoft UC solution |
|----------------|----------------------------------------------------------------------------------|
| Lowering Conference Charges | Current cost for audio conference services  
% of audio conference avoided with a Microsoft UC solution  
Current cost of video conferencing  
% of video conference avoided with a Microsoft UC solution |
| Reduce Training Costs | % of employee who participates in training annually?  
Average number of training days annually?  
Average travel cost of 1-day training session?  
What percentage of this training could be done via Microsoft UC Solution? |
| Employee productivity improvement | Shorten Sales Cycle Times:  
What is the average close time? (success rate %)  
How many proposals completed each year?  
How much time can be saved through effective communication?  
Faster Project Completion:  
How many projects does your organisation complete annually?  
How much revenue per project?  
Reduction of project time due to improved collaboration  
% time saved applied to new projects? |

*Please refer to Excel Spreadsheet (UC Benefits) for other measurements
Microsoft Unified Communications & Collaboration

Where do I start?
Next Steps:

1. Work with IT to identify Business Scenarios that are relevant in your organisation:
   - Teams that need to work together – Inter-Departments, Federated colleges, Industry to Research groups
   - A Department head who has employees in dispersed locations
   - An event that could be enhanced by using web conferencing
   - HR for learning and Development
   - Look at Communication Silo consolidation

2. Workshop Business Scenarios with end user input
3. High Level Design and POC deployment
4. End User training and Documentation