

# The University of Parma



## Customer

University of Parma, Italy

## Industry

Higher Education

## Challenges

- Smooth migration to IP telephony
- Increase efficiency
- Reduce costs

## Solution

- IP-based solution combining iS3000 and SV7000
- MA4000 management solution;

## Results

- Seamless interworking between iS3000 and SV7000
- Efficient network management
- Ready for productivity enhancing applications

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The University of Parma, Italy, is a State University. With 30,000 students across 10 faculties it has a staff of 1,100 lecturers and 1000 technical and administrative employees.

## Challenges

The University of Parma had an iS3000 network installed almost 15 years ago. The network is composed of 10 systems. The University decided they needed to update their communications infrastructure, taking advantage of new technologies, in order to reduce costs and improve efficiency.

## Solution

Initially it was decided to move to a mix of IP and TDM based network iS3000 and UNIVERGE® SV7000, In a later stage replacing by a solution based on SV7000 only. The ideal solution was to move numbers from the iS3000 to the SV7000 seamlessly. For this reason what was important was the number-plan. To be able to make a smooth migration to IP and re-use the existing terminals and applications, it was proposed to install a MA4000 system.

The MA4000 is designed to increase overall productivity while at the same time delivering flexibility and simplicity to IP Telephony administration. In combination with UNIVERGE or iS3000 platforms, MA4000 provides the necessary tools for a truly comprehensive IP Telephony solution.

MA4000 has the ability to manage all of a company's voice servers simultaneously and with virtually no interaction by the administrator on a daily basis. MA4000's friendly user interface is simple and requires almost no training for an administrator to begin using the management system.

The implementation only took 2 working days. The first day was to check the existing iS3000 PABX configuration, making changes for a smooth and the 2nd day was used to train the customer and do a functionality test.

## Results

- This phased migration can take place at whatever speed suits the customers' business needs. The main benefit is that migration can take place without a big-bang.
- Some of the investments made in the past can be retained, such as in equipment, training and ways of working with applications, whilst at the same time the customer can benefit from the cost saving opportunities presented by SV7000.
- The resulting network is ready for productivity enhancing applications such as Presence and Unified Communications

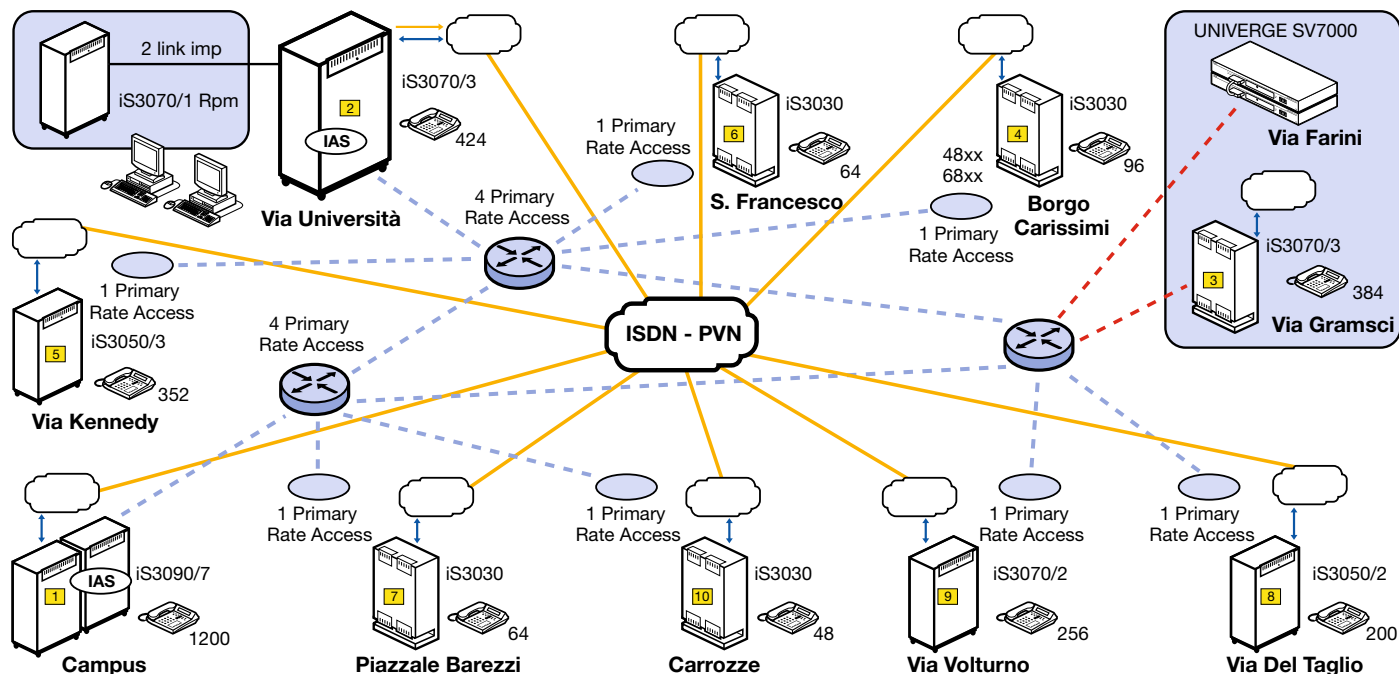
## About

The University of Parma is a State University. As such, it is selfgoverning and has administrative, organisational and accountancy autonomy and provides public services to the general public.

The University currently includes ten faculties (Agriculture, Architecture, Economics, Engineering, Humanities, Law, Maths Physics and Natural Science, Medicine and Surgery, Pharmacy, Political Science, Veterinary Medicine as well as inter-faculty courses in Medical, Veterinary and Pharmaceutical Biotechnologies).

The ideal size of the University of Parma (30,000 students, with more than 5,000 graduates per year, 1.100 lecturers, and 1000 technical and administrative employees) and the living conditions in Parma attract a large number of students from all over Italy. The University's various campuses allow students to study in comfortable, efficient structures, near green areas.

In the heart of the city, the University's central building houses the rector's office, administrative offices and the Law Faculty. The Faculty of Medicine and Surgery is also in the city, in the Hospital, while the Faculty of Economics and the Faculty of Political Sciences are next to the Parco Ducale and the Faculty of Arts and Philosophy has its campuses in the old city centre.



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