



CASE STUDY

Overview

The University of Nottingham prides itself on its unique International Curriculum which we believe truly enhances the student experience.

In September 2005, the Malaysia Campus moved to its new purpose-built campus at Semenyih, 30km south of Kuala Lumpur city centre.

Occupying a scenic position overlooking green hills on a 101-acre site, and designed to mirror the attributes of University Park in the UK, the campus is a self-contained and self-sufficient neighbourhood village in a garden environment with over 3800 students.



Challenge

The University of Nottingham (UON) was using a proprietary IP-PBX solution for their existing 500 Office employees in the Semenyih Campus as well 10 IP-Phones connected via VoIP from the Kuala Lumpur branch.

After using the platform for 5 years, the software became obsolete and there was no more support available. UON was asked to upgrade to all the versions in between as there was no direct upgrade to the latest version of the software if they want to be eligible for support and regain the capabilities to add additional features.

The investment involved to achieve this feat was enormous and ran into the hundreds of thousands of Dollars.

UON decided to look for alternatives that are: affordable, flexible, feature rich, easy to maintain and provides the capability to re-use the existing IP-Phones.

Solution	<p>Intuittech was asked to design a solution that encompasses all the requirements as well to add Unified communication and call centre capabilities.</p>
	<p>With Asterisk the open source telephony framework, Intuittech built a highly available clustered telephony solution that hosts all the IP-Phone users as well call centre agents on a single platform.</p> <p>Adding a small Asterisk appliance in the Kuala Lumpur office allows the users to call extensions in Semenyih campus or clients even if the internet line is down with a automatic fail over function transparently.</p> <p>Hylafax and Openfire where used to provide FAX as well presence information and Instant messaging for the organisation.</p>
Result	<p>Without paying yearly software maintenance and license charges the operational cost for the telephone system has dropped tremendously. As all the functions of the previous system where kept intact on the existing IP-Phone there was training needed for the users at all. The users and an immediate impact could be felt and ROI was achieved in a years time.</p> <p>Re-using the existing phones with the same feature set allowed a quick and painless switch from the old to the new Asterisk based system transparent to the users.</p> <p>Growing to more than 700 users in less than 12 month the only cost for the University was the investment into new IP-Phones.</p>
About Intuittech	<p>Since our inception, Intuittech has been providing quality-assured, end-to-end integrated Asterisk based Telephony and Nagios Monitoring solutions.</p> <p>With offices in Malaysia, USA, Singapore, Thailand, Philippines, Hong Kong and China, we design, build, implement and maintain cutting-edge telecommunications and monitoring solutions that leverage on the latest in open source technologies to empower our clients businesses, providing CIO's and technology leaders solutions that deliver business results rapidly, are value driven and affordable.</p> <p>2009 Digium Innovation “Big Biz” Award Winner 2011 APICTA (Asia Pacific ICT Award) Best of Telco Applications Winner</p>