

Telephone systems overview and future thoughts

Frank Forte, Director of Telecommunications

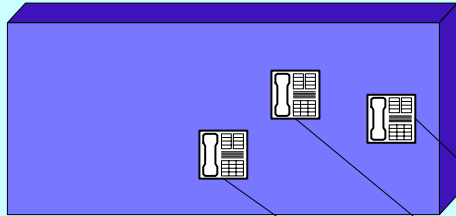
March 2007

Current Environment

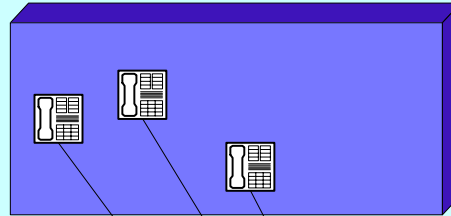
- Centrex Service – Below Tariff except for services like Voice mail
- Off –Site PBX – At Verizon's premises
- Multi-vendor environment
 - Avaya, Nortel, Cisco, others
 - 14,000 lines, 20,000 sets

RUTGERS

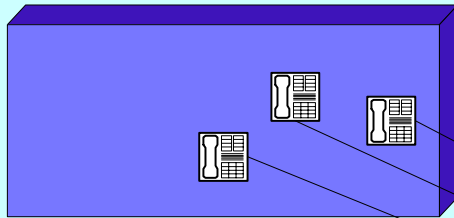
BUILDING A



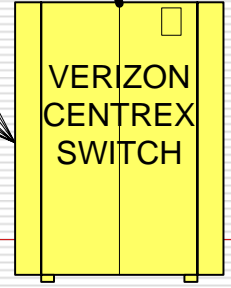
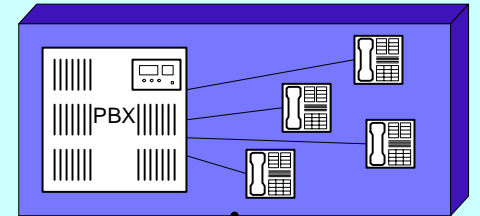
BUILDING C



BUILDING B



BUILDING D



@ VERIZON

How they are managed

- De-centralized model
- Departments manage and fund their own
- Voice group staff
- Third party – Avaya, Blackbox (Nextira)

How they are managed – cont.

- Departments get billed for their lines
- Detailed extension information comes from separate call accounting systems that they manage themselves
- CDR – Call detail records still need to come from Verizon

How are we being efficient and cost effective

- Work through RFP process and Purchasing department – Best possible agreements
- Disconnect old service / circuits
- Maintain good assets inventory
- Leverage vendors to create competitive environment
- Work with NJEdge for lower LD rates

Things to consider

- Use more association leverage
 - Educause, NJEdge, Quilt, State Institution partnerships
- Better invoice processing – automated
- Negotiate better contracts – be tougher with providers / vendors

Some Thoughts

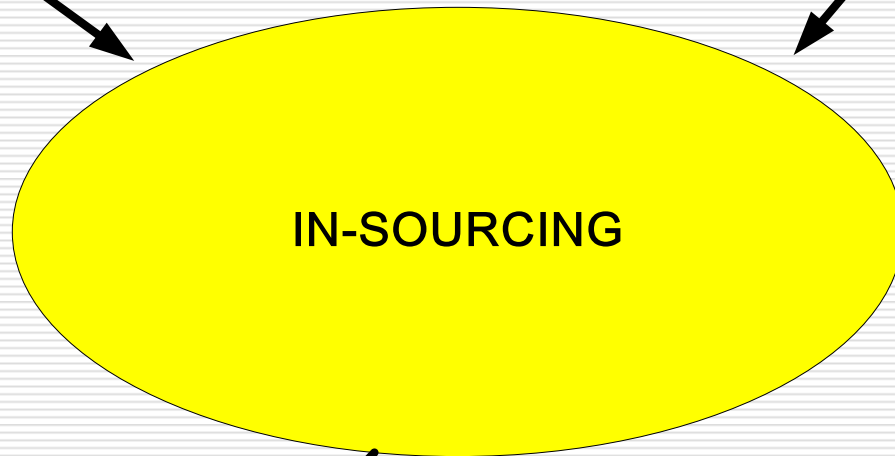
- Need an open dialogue for melding of technologies
 - IM, voice, mail, wireless, etc
- Need Unified phone architecture – scalable solution regardless of traditional or VoIP
- There is a real benefit to centralization
 - Funding, repair, deployment, maintenance

Some Thoughts – cont.

- Standardization – Better forecasting capability and “roadmap”
- In-sourcing – Develop capability fabric in house
 - Reduce dependency on 3rd parties
- Create an “organizational convergence”
- Capital Investment is generally required for longer term savings and efficiencies

CREATE VALUE

CREATE
"ORGANIZATIONAL
CONVERGENCE"



REMOVE 3RD PARTY
DEPENDENCE

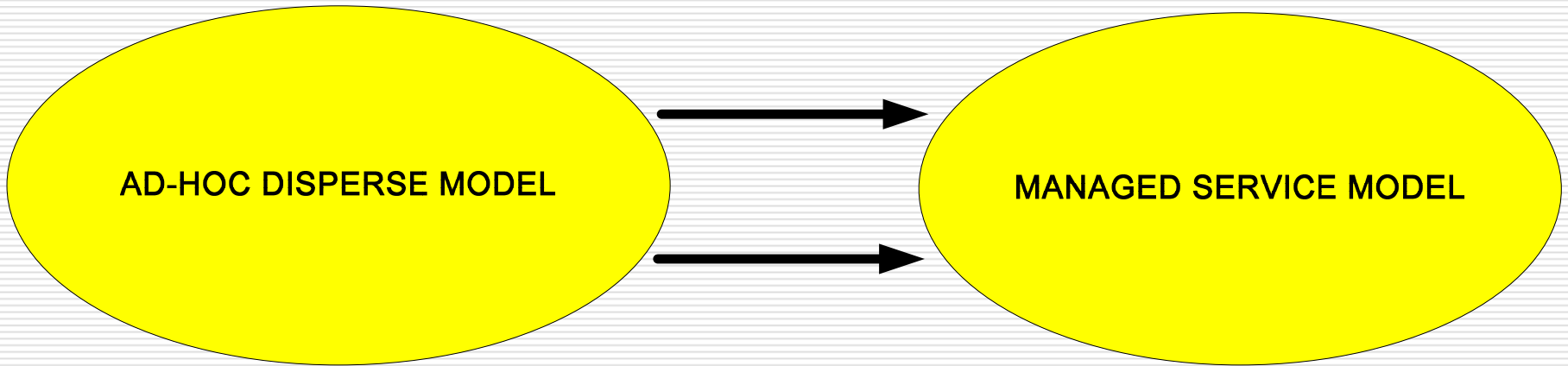
In Closing

- There is a real risk of not doing anything
 - Service level, cost efficiencies, capabilities – all suffer
- Centrex contract expires in one year
- Plan for unified architecture

In Closing – cont.

- Tools are available – system, network, financial management
 - Better Service – SLA's (Service Level Agreements)
 - Better overall control
- Be Aware – There are bigger implications to our decisions – some organizational

PARADIGM SHIFT



In Closing – cont.

- Paradigm shift – From Ad-hoc and disperse to a “managed services” model
- Rutgers is embarking on Re-branding and excellence in education/research
 - IT and all it encompasses is a “utility” Good phone service is not a frill

Some useful information

- To reach me: Frank Forte 445-7535 or fforte@rutgers.edu
- The Telecommunications Division website
 - <http://www.td.rutgers.edu/>
 - Good places to look – “papers” and “presentations”