Phone System(PBX) Replacement Project

Agenda

- What is PBX?

- Collaboration Platform

- Microsoft Teams Calling

- Physical Phone Options

- What's Next?

What is PBX?

- Private Branch Exchange (PBX), aka our phone system
- Serves 7,000 analog phones and 3,600 VoIP phones
- Provide services for 3,500 voicemail boxes
- Risks today:
  - Outages due to age of equipment
  - Malicious security risks
  - Paying $250k per year in maintenance

Microsoft Teams Collaboration Platform

A collaboration platform is a business and marketing concept describing the integration of enterprise communication services such as instant messaging (chat), presence information, voice (including IP telephony), mobility features (including extension mobility and single number reach), audio, web & video conferencing, integrated voicemail, e-mail, SMS and fax.

Project Cost Comparison

Item	Original 2019 Project Estimated Cost	Teams Project Estimated Cost
Equipment for infrastructure	$347,698	$189,000
Software/Licensing	$382,000	$115,000
Physical Phones	$2,236,205	$450,000*
Implementation/Consulting	$1,480,466	$182,000
Other Expenses	$439,831	$153,600
Total 1 Year Cost	$5,186,200	$1,089,600

Estimated 5 Year Cost	$6,714,200	$1,865,600

* Assumes 33% of all physical phones are replaced

Microsoft Teams Call Features

- No additional cost

  - Domestic long distance is FREE

  - Phone functionality is included as part of Microsoft A5 licensing

  - No costly on campus equipment to maintain

- No more long-distance authorization codes

- The same number can be leveraged on up to 10+ different devices or clients (includes mobile application)

- Flexibility to make and receive call from computers, smart phones, or traditional style phone.

- Phone number privacy, eliminating need to release personal phone numbers

- Improved Voicemail Capabilities

  - Voicemails can be received as an email with the recording and transcription

  - Transcription to text visible within Teams soft phone client

- Ease of implementation

  - Many LSU faculty/staff/students are already leveraging Microsoft Teams
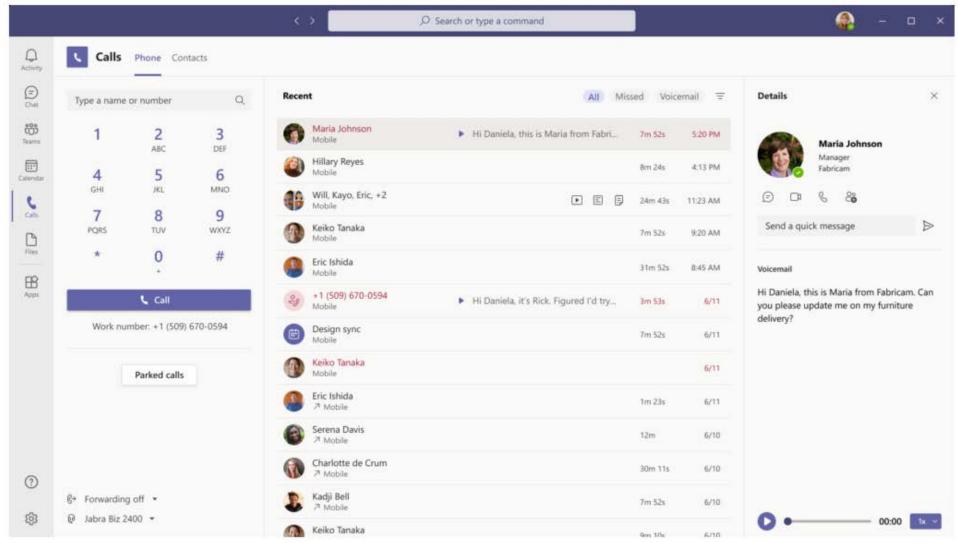
Collaboration Platform

Microsoft Teams Dialing

Soft Phone Features

- Easy-to-use - user only needs a device with microphone and/or audio capabilities and the internet to begin communicating. Video calling accomplished if device includes a camera.
  - Compatible with any USB or Bluetooth headset
  - Flexibility and convenience – if you need to work remotely, the soft phone travels with you. Anyone can log into any device and have their instance of Teams available anywhere in the world.
- One-stop-shop for communication - Dialing is integrated with Microsoft Teams client, which also includes Teams file sharing, calendar, persistent chat, etc.
- Multiple contact options (within LSU campus contacts) - 578 number, name, or myLSU user ID
- Future-proof - upgrades are easy to install
- Secure - security protocols are handled at an enterprise level with no cost to the user
- Easy access to dial pad, recent calls, missed calls, favorites, and voicemail

Physical Phone

- These can be provided at a cost to the department. (Estimated price ranges: $95-$225)
- The goal would be to minimize the need for these phones. Use of a physical phone should be limited to common areas, individuals who need specific abilities that these phones provide, etc.

What's Next?

- The anticipated timeline for this implementation is winter 2021 through summer 2023.
- More details specific to departmental implementation timelines will be released in the near future.
- A spreadsheet will be sent to Department Heads and Cost Center Managers requesting updated phone details (see example on next slide).
  - Expected turnaround of 10 business days.
- During project rollout, any issues with existing Avaya phones will be resolved by deploying the Teams solution.

Phone Number	Is the Phone Needed?	Type of Phone Needed	System	Type	Location	Is the Location Correct?	Corrected Location	PCR Status	PCR Owner	Is the Owner Correct?	C
83675			Avaya	Analog	STUDENT AID TDD			Active	CC00422: LSUAM | Fin and Admin | ASRM Telecommunications		
46738			Avaya	Analog	ALLN 102			Active	CC00423: LSUAM | Fin and Admin | Research and Educational Technology Services		
87986			Avaya	Analog	ALLN 102 ALARM			Active	CC00420: LSUAM | Fin and Admin | Service and Operations		
41723			Avaya	Analog	ALLN 121 HOTLINE			Active	CC00423: LSUAM | Fin and Admin | Research and Educational Technology Services		
41153			Avaya	Analog	ALLN 123 Ring Down			Active	CC00423: LSUAM | Fin and Admin | Research and Educational Technology Services		
41725			Avaya	Analog	ALLN 129 HOTLINE			Active	CC00423: LSUAM | Fin and Admin | Research and Educational Technology Services		
41156			Avaya	Analog	ALLN 137 Ring Down			Active	CC00423: LSUAM | Fin and Admin | Research and Educational Technology Services		
46739			Avaya	Analog	ALLN 139			Active	CC00423: LSUAM | Fin and Admin | Research and Educational Technology Services		
42065			Avaya	Analog	ALLN 139 Alarm Line			Active	CC00420: LSUAM | Fin and Admin | Service and Operations		
41558			Avaya	Analog	ALLN 19 HOTLINE			Active	CC00423: LSUAM | Fin and Admin | Research and Educational Technology Services		
46869			Avaya	Analog	ALLN 23			Active	CC00423: LSUAM | Fin and Admin | Research and Educational Technology Services		
46871			Avaya	Analog	ALLN 27			Active	CC00423: LSUAM | Fin and Admin | Research and Educational Technology Services		
46872			Avaya	Analog	ALLN 31			Active	CC00423: LSUAM | Fin and Admin | Research and Educational Technology Services		
46873			Avaya	Analog	ALLN 32 Hotline			Active	CC00423: LSUAM | Fin and Admin | Research and Educational Technology Services		
46874			Avaya	Analog	ALLN 34 Hotline			Active	CC00423: LSUAM | Fin and Admin | Research and Educational Technology Services		
46875			Avaya	Analog	ALLN 35			Active	CC00423: LSUAM | Fin and Admin | Research and Educational Technology Services		
46876			Avaya	Analog	ALLN 36			Active	CC00423: LSUAM | Fin and Admin | Research and Educational Technology Services		
45944			Avaya	Analog	ALLN 39 B - Alarm Line			Active	CC00422: LSUAM | Fin and Admin | ASRM Telecommunications		
41152			Avaya	Analog	ALLN 46 Ring Down			Active	CC00423: LSUAM | Fin and Admin | Research and Educational Technology Services		
45305			Avaya	Analog	ALLN 51 Ring-down			Active	CC00423: LSUAM | Fin and Admin | Research and Educational Technology Services		
42126			Avaya	Analog	ALLN 54 Ring-down			Active	CC00423: LSUAM | Fin and Admin | Research and Educational Technology Services		
41150			Avaya	Analog	ALLN 55 Ring Down			Active	CC00423: LSUAM | Fin and Admin | Research and Educational Technology Services		
43756			Avaya	Analog	ART 106 Alarm Line			Active	CC00422: LSUAM | Fin and Admin | ASRM Telecommunications		
87971			Avaya	Analog	ASB Telecom Closet			Active	CC00422: LSUAM | Fin and Admin | ASRM Telecommunications		
44045			Avaya	VOIP	ASSM Disaster Recovery			Active	CC00422: LSUAM | Fin and Admin | ASRM Telecommunications		
44059			Avaya	VOIP	ASSM Disaster Recovery			Active	CC00422: LSUAM | Fin and Admin | ASRM Telecommunications		
44065			Avaya	VOIP	ASSM Disaster Recovery			Active	CC00422: LSUAM | Fin and Admin | ASRM Telecommunications		
44070			Avaya	VOIP	ASSM Disaster Recovery			Active	CC00422: LSUAM | Fin and Admin | ASRM Telecommunications		
44071			Avaya	VOIP	ASSM Disaster Recovery			Active	CC00422: LSUAM | Fin and Admin | ASRM Telecommunications		
44085			Avaya	VOIP	ASSM Disaster Recovery			Active	CC00422: LSUAM | Fin and Admin | ASRM Telecommunications		
44092			Avaya	VOIP	ASSM Disaster Recovery			Active	CC00422: LSUAM | Fin and Admin | ASRM Telecommunications		
44094			Avaya	VOIP	ASSM Disaster Recovery			Active	CC00422: LSUAM | Fin and Admin | ASRM Telecommunications		
44095			Avaya	VOIP	ASSM Disaster Recovery			Active	CC00422: LSUAM | Fin and Admin | ASRM Telecommunications		
46360			Avaya	VOIP	ASSM Disaster Recovery			Active	CC00422: LSUAM | Fin and Admin | ASRM Telecommunications		
46361			Avaya	VOIP	ASSM Disaster Recovery			Active	CC00422: LSUAM | Fin and Admin | ASRM Telecommunications		

Frequently Asked Questions

- Common Areas? Conference rooms? Reception areas?

- How are we handling fax machines?

- Is teams 911 compliant?

- Emergency phones, what happens if we lose internet?

- Advanced call centers

- Training & Documentation

Questions