Voice and Unified Communications Roadmap

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The goal of the Voice Service is to provide an integrated, highly reliable communications and collaboration infrastructure for the University.

The UBC IT Voice Service, as it exists today, is isolated from other technologies provided by UBC IT. A higher degree of integration between voice and other collaboration infrastructure, such as email, is required to facilitate real-time and asynchronous communications. At the same time, a movement towards an application-based unified communications environment will enable UBC IT to leverage common platforms for services – providing for the more effective use of resources.

Along with the move to a more integrated communication and collaboration environment, legacy systems are being refreshed with new technology. TDM capability is retained to continue supporting mission-critical services such as the hospital, 911/emergency phones, alarms, etc. VOIP strategy is renewed to accommodate service expansion as well as to support cost-effective alternatives.

Year	Milestones
2010	• Deploy Unified Messaging as replacement for legacy Voice mail Octel; Migrate all Octel accounts
2011	• Upgrade Cisco CUCM/CUPM • Implement new CS1K –TDM/VOIP switch (successor to Nortel)
2012	• Implement new enterprise Contact Centre service • Implement VoIP/UC strategy
2013	• Implement Low-cost Tier with Unified Communications offering
2014	• Decommission legacy systems

- Investigate Lo-Cost VoIP Tier options
- Deploy Voicemail (UM) solution to replace Octel
- Upgrade CISCO to accommodate growth in the next 3 yrs

- Transition TDM
- Implement VOIP strategy
- Implement enterprise Contact Centre service

- Decommission legacy systems
- Softphones as standard VoIP offering

2010 **2011** **2012** **2013** **2014**

- Introduce new TDM/VoIP switch (successor to Nortel)
- Plan VOIP strategy
- Investigate Enterprise Contact Centre

- Implement Low-Cost Tier w/UC offering
- Migrate non-critical to Lo-Cost Tier