Solution Case Study

= SyCom
Connected.

CLIENT: NORTH CAROLINA WESLEYAN COLLEGE
SOLUTION: THE SYCOM COLLABORATION EXPERIENCE

CHALLENGES

- Unsupported legacy phone system

- Migration of legacy email platform to Exchange Online not supported by current phone system

- Recent contract for on-premises phone lines must be supported

- Must be able to support remote workers as needed during COVID-19

- Limited Budget to implement a whole new phone system

- Support multiple call queues, auto attendants, operators, shared voicemail, and 4-digit dialing

- Support multiple analog phone devices, such as emergency calling towers, fax machines, and elevator emergency phones

SOLUTIONS

- Microsoft Teams Phone System

- Microsoft Teams Audio Conferencing

- AudioCodes Session Boarder Controller (SBC)

- AudioCodes Analog Media Packs

- Yealink Teams Certified Handsets

BUSINESS RESULTS

- New phone system including all hardware delivered under budget

- Microsoft Teams Phone System deployed to all end users supporting all required features such as 4-digit dialing

- Increased campus safety – campus security is now notified as soon as an emergency call is made anywhere on campus.

- Enhanced end user collaboration and teamwork

- Employees can work from home as needed and interact with the phone system no different than if they were in the office

- Reduction in overall IT workload by removing several unsupported legacy servers

NORTH CAROLINA WESLEYAN COLLEGE

BUSINESS BACKGROUND

- Founded in 1956

- About 1,200 students in traditional program at main campus; 1,000 adult degree students at other sites

- Main campus located in Rocky Mount, NC

- Ten satellite campus locations

- Between 51 - 200 employees

- In 2015, Wesleyan was recognized as the fastest growing private college in North Carolina by NC Independent Colleges & Universities

Microsoft Teams