

# Adopting Microsoft Lync at Umeå University – A migration from legacy PBX to Lync 2013





# Agenda

- Background
- Technical solutions
- Experiences



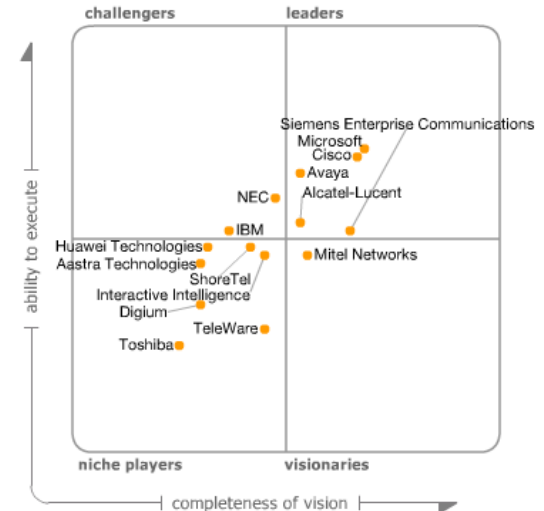
# Facts Umeå University 2014

- 37 000 students, 4 400 staff
- 10 Gbps, open computer network with Wifi, 100 Mbps to all
- We went from a more than 20-year old Philips iS3000 to Lync 2013 enterprise voice
- The project took a year to implement



# Why Lync?

- Integrated with Skype, which is used by researchers
- Good experience with the pilot project
- Users are used to using the Office tool
- Lowered costs for calls/trips
- Strategy – Office in your pocket



As of August 2011

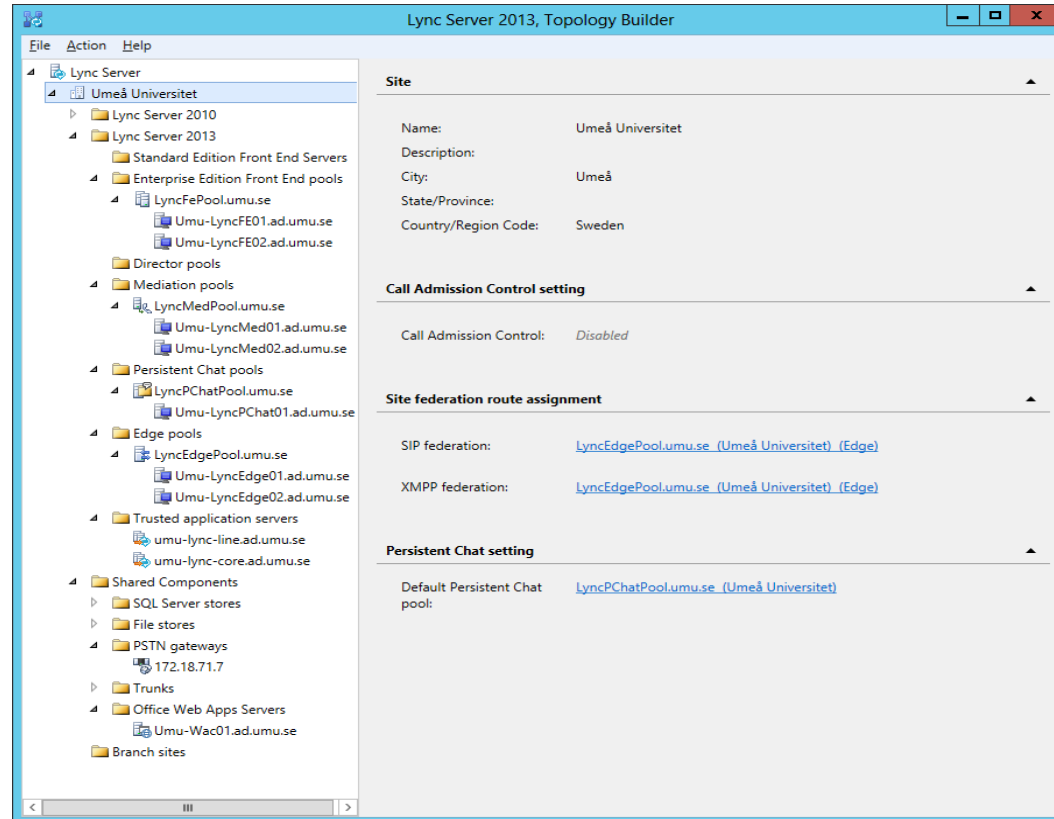


# Challenges

- BYOD
- Replace contact center
- Exchange 2007
- Open environment
- Cleaning up Active directory
- Generic email



# Lync Topology builder





# Summary

- 13 servers
- High Availability (HA)
- 7 physical, 6 vm
- In February 2014 the old telephone system was turned off and a generation of technic went to it's grave.
- Technically the project has been successful in spite of its complex technology.

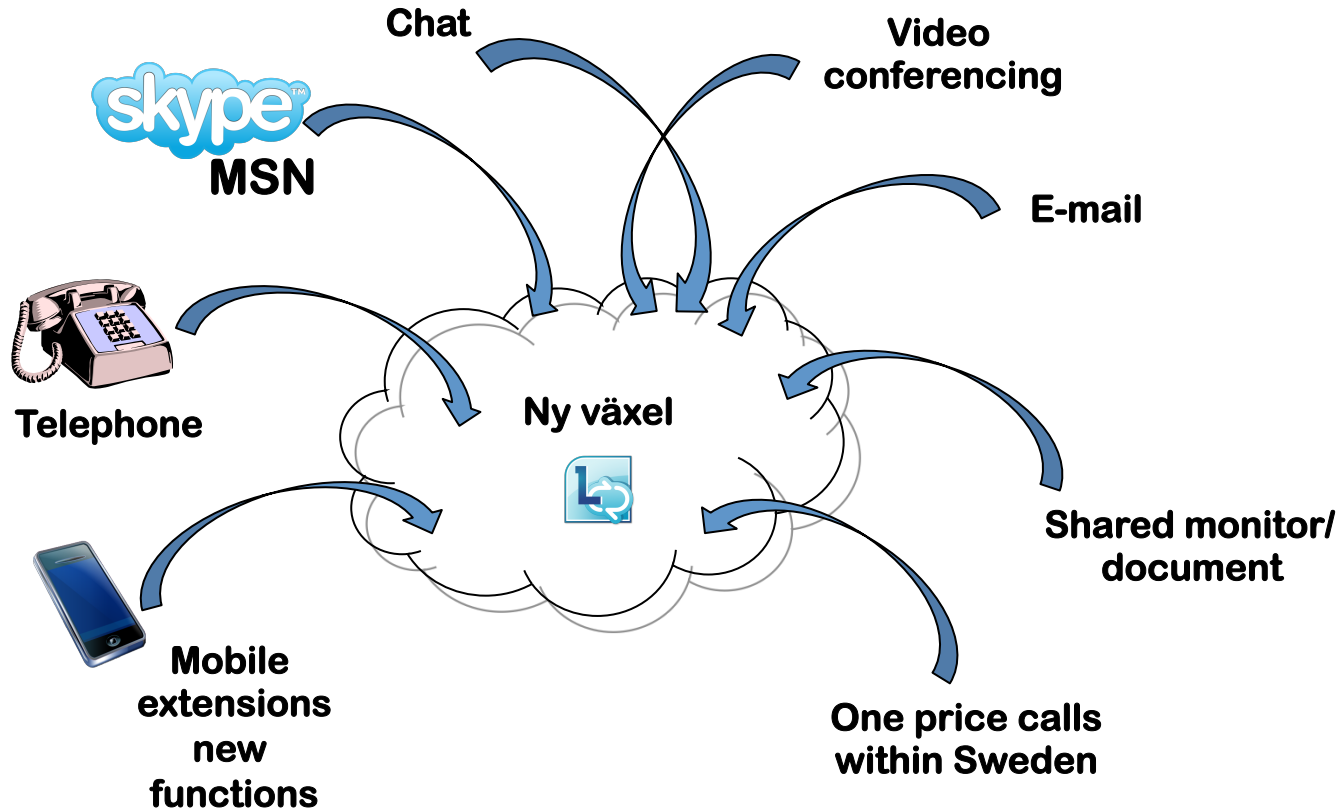
## Summary

There are **2974 users with enterprise voice**

There are **298** common area phone devices

There are **40** RGS workflows with a LineURI

# Offered in 2013







# What did the users think?

- Lync does not work on my Mac!
- Client crashes on my Mac !
- Mobile client and 3G network
- It rings everywhere! My phone keeps ringing even while I am talking to somebody.
- I feel watched!
- Are you logging everything I do?
- I want a real mobile extension
  - I can't call with an app in my Smartphone!
- I don't want to show my status to others



# What did the users think?

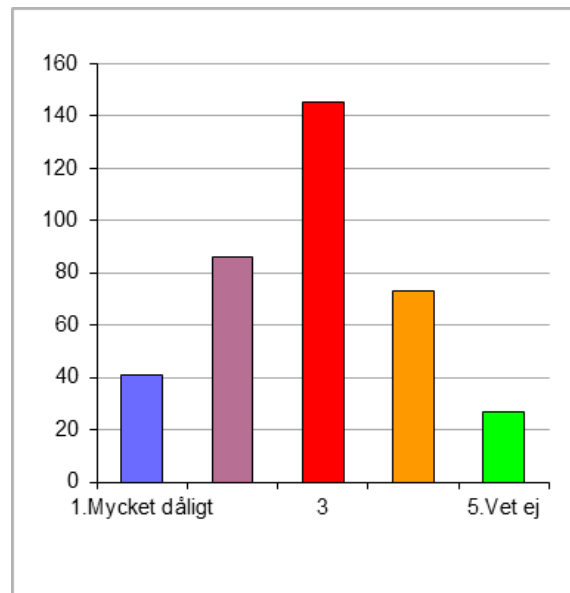
- I just want to pick up the phone and talk!
- I don't want to be seen in a picture!
- I want my picture to show, how do I do that?
- Lync is expensive!
- The call cuts off and the sound stops
- Are all of my calls really getting through? Nobody seems to be calling me.
- How is it going to work with fax, modems and elevator phones?

# What is our overall opinion of Lync

Number of answers received: **372** (100%)

The question was in relation to how a user uses Lync 2013

- (1)** Very bad 11,0%
- (2)** Bad 23,1%
- (3)** Okay 39,0%
- (4)** Very good 19,6%
- (5)** Don't know 7,3%





# Lessons learned

- Input Active directory with correct data
- Educate the users
- Have realistic expectations
- Conference calls is popular – around 35.000 sessions/month
- IM is popular – around 25.000 sessions/month
- A good pilot project results in a good reputation.
- Choose to follow the new standards and technics, E164 Siptrunk
- Do not swap out the equipment and the support system at the same time
- Overdraw the budget by approx. 3,5 million, taking into account support system and integration with Active Directory



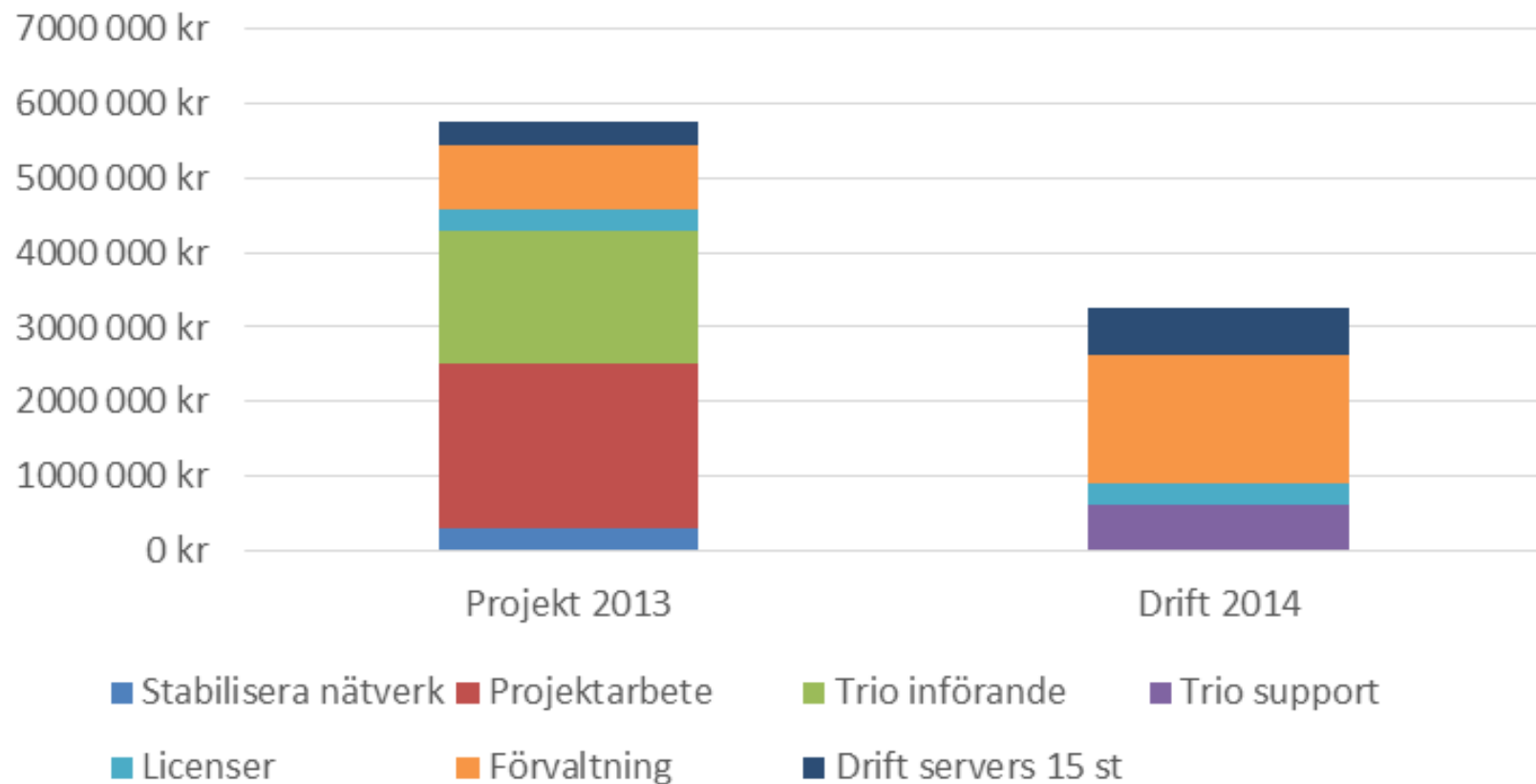
# Lessons learned

- If you already use MS Office, Exchange and a few Mac computers, then I recommend Lync 2013
- Focus on getting the system to work fully for ALL users
- Update your information in AD, ex. sip addresses, telephone numbers and other things in advance of the migration
- Ensure that real time traffic works in the computer network
- The pilot system and the deployed system should be the same in the evaluation and implementation. Make sure you coordinate information, technology and business users
- It took at least 4-6 months for Umu to get used to Lync
- Lync for Mac (Office 2011) needs updating. It crashes when a Mac goes into sleep mode. Microsoft has been informed. Take part in the Lync Preview program.

# Lessons learned

- Coordinate Lync support with other support systems
- Be sure that Tele and IT have the same goals and organization
- Education is required in order to adopt a new way of working
- Create the best possible team – buy what you are not good at in order to quickly build up competence!
- Long-term focus on end users
- Test new equipment and set a standard/recommendation
- Do not underestimate the resources needed for end user adoption
- A users overall experience of Lync is affected by how satisfied they were with Lync in their Smart phones.

## Lync 2013 EV, projekt samt drift och förvaltning



## ***Budget Tele 2014-15***

<i>Typ</i>	<i>2014</i>	<i>2015</i>
Telefonister	3 000 000 kr	2 800 000 kr
Gemensam Lyncförvaltning	3 538 750 kr	3 538 750 kr
Operatörstjänster	850 000 kr	850 000 kr
Stödsystem	710 000 kr	710 000 kr
Drift 15 st Lync servers	632 000 kr	632 000 kr
Övrigt	669 250 kr	669 250 kr
GEM	600 000 kr	600 000 kr
Införandekostnad, avskrivs på fem år	1 000 000 kr	1 000 000 kr
+ 1130 nya anknytningar		678 000 kr
<b><i>Summa kostnader</i></b>	<b><i>11 000 000 kr</i></b>	<b><i>11 478 000 kr</i></b>



# Unified communication is here to stay





# Trio agent – Contact center

(1) Trio Agent - Erik Götheson (Normal) @ erik.götheson@umu.se

Arkiv Visa Infoga Verktyg Hjälp

Redo [Icons]

T	Tjänst	Telefonnr	Tid	Ärendenr
📞	ITS Anställd	+46730458558	0:00	3117300

1 Max: 0:09, Medel: 0:09

Kund: +46730458558 Adress: [Blank]  
Info: [Blank] Anm: [Blank]

Datum	Handläggare	Kötid	Tjänst	Märkning
2014-01-08 10:59	Nina Falk	00:00:20	UMU	
		00:00:00		

Antal kontakter de 6 senaste månaderna: 1

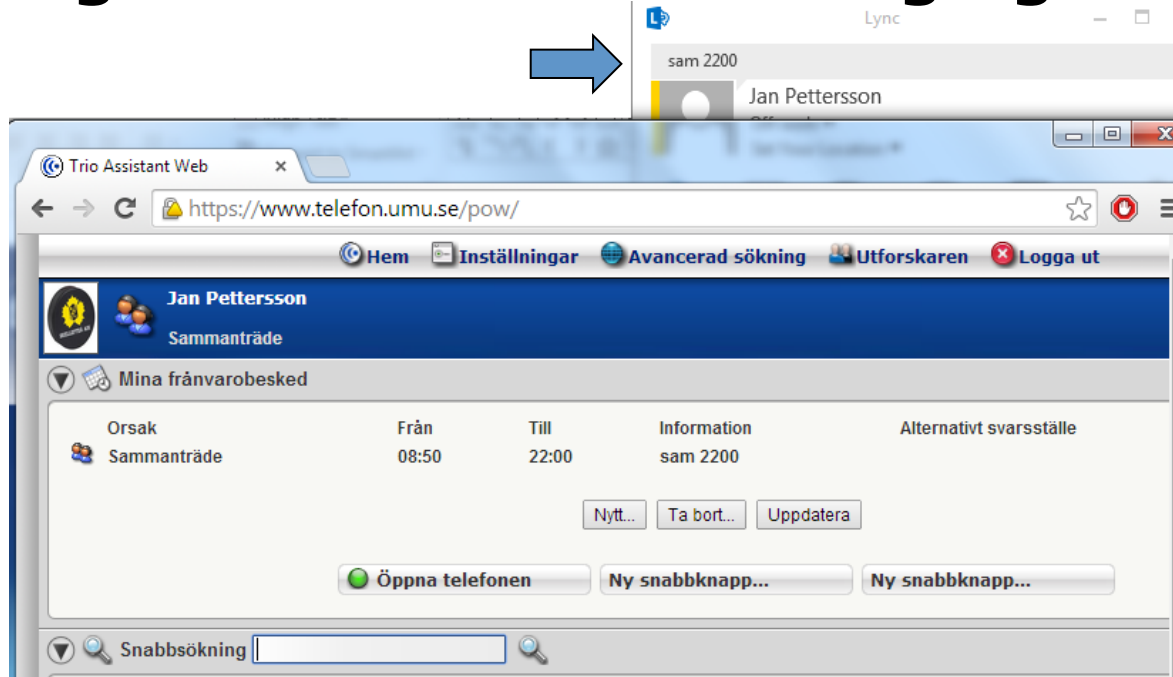
Väntar på 11732 [Normal] [Inget bokad] [CTI] **1: OK**

Överfört av  
trioservice\_2@umu.se

+46730458558  
ringer dig

Alternativ ▾ Ignorera

# Handling "out of office" messaging



The screenshot shows a web browser window with the address bar displaying `https://www.telefon.umu.se/pow/`. The page title is "Trio Assistant Web". The main content area displays the profile of "Jan Pettersson" with a status of "Sammanträde". Below this, there is a section titled "Mina frånvarobesked" (My absence messages) containing a table of messages.

Orsak	Från	Till	Information	Alternativt svarsställe
Sammanträde	08:50	22:00	sam 2200	

Below the table, there are buttons: "Nytt...", "Ta bort...", and "Uppdatera". At the bottom, there are buttons: "Öppna telefonen", "Ny snabbknapp...", and "Ny snabbknapp...". A search bar labeled "Snabbsökning" is located at the bottom left.