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 tools
- Lowered costs for calls/trips
- Strategy – Office in your pocket
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.

<table>
<thead>
<tr>
<th>Summary</th>
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</thead>
<tbody>
<tr>
<td>There are <strong>2974 users with enterprise voice</strong></td>
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<tr>
<td>There are <strong>298</strong> common area phone devices</td>
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<tr>
<td>There are <strong>40</strong> RGS workflows with a LineURI</td>
</tr>
</tbody>
</table>
Offered in 2013

- Skype
- MSN
- Chat
- Video conferencing
- E-mail
- Ny växel
- Shared monitor/document
- Telephone
- Mobile extensions
- New functions
- One price calls within Sweden
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

projekt 2013:
- Stabilisera nätverk
- Projektarbete
- License
- Förvaltning

Drift 2014:
- Trio införande
- Trio support
- Drift servers 15 st
<table>
<thead>
<tr>
<th>Typ</th>
<th>2014</th>
<th>2015</th>
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<tbody>
<tr>
<td>Telefonister</td>
<td>3 000 000 kr</td>
<td>2 800 000 kr</td>
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<tr>
<td>Gemensam Lyncförvaltning</td>
<td>3 538 750 kr</td>
<td>3 538 750 kr</td>
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<tr>
<td>Operatörstjänster</td>
<td>850 000 kr</td>
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<tr>
<td>Stödsystem</td>
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<td>Drift 15 st Lync servers</td>
<td>632 000 kr</td>
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<tr>
<td>Övrigt</td>
<td>669 250 kr</td>
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<tr>
<td>GEM</td>
<td>600 000 kr</td>
<td>600 000 kr</td>
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<tr>
<td>Införandekostnad, avskrivs på fem år</td>
<td>1 000 000 kr</td>
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<td>+ 1130 nya anknytningar</td>
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<tr>
<td><strong>Summa kostnader</strong></td>
<td><strong>11 000 000 kr</strong></td>
<td><strong>11 478 000 kr</strong></td>
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Unified communication is here to stay
Trio agent – Contact center
Handling “out of office” messaging