

## DIVITAS NETWORKS MOBILITY COMPONENT COMPLETES COLLEGE'S MOBILE UNIFIED COMMUNICATIONS INFRASTRUCTURE

New College Durham is a large college but it has even grander ideas when it comes to using leading-edge technology. The college had a critical need to improve communication and increase productivity among mobile workers, and also to reduce all mobile costs. And after extensive trials, the college chose to deploy an emerging Mobile Unified Communications (Mobile UC) technology from DiVitas Networks to get the job done.

Working with the Telindus Consortium, which delivers vendor-independent business and technology-focused network solutions and services, New College Durham solved its business problem by leveraging its existing investment in dual-mode phones and its WLAN. It combined those existing technologies with a new deployment of DiVitas Networks' Mobile UC solution for mobilizing business voice and messaging applications.

**Objective: Build a Mobile Unified Communications Strategy to improve communication, increase productivity and reduce mobile costs**

Keen to leverage new technology to improve life for staff and students alike, while distinguishing itself from other educational establishments, New College Durham recently completed a £35 million state-of-the-art renovation of its three-building campus: the Main Building, the Neville Building and the Sports and Music Building.

The new campus was completed in 2004 and is described as one of the first college campuses in the UK to run IP telephony, video and data over a fully converged network. As the network integrator, Telindus manages the college's converged voice and data network, which incorporates an IP communications infrastructure, and IP-based CCTV system. The addition of the DiVitas solution completes that mobile-convergence picture.



New College Durham has approximately 500 employees, but many of them are not equipped with a PC. Yet they have the same productivity needs as other business employees, such as messaging, calendaring, and having access to student and other information housed in the college's data center.

The most cost efficient and innovative solution for the forward-thinking college was to enable mobile phones to serve the dual-purpose of providing voice communication as well as access to enterprise information. The solution they sought would leverage WiFi to help mobilize workers without depending exclusively on GSM, and it would give them information access while controlling mobile-communication costs.

"Many people on our staff don't have a PC, but they have a phone. Yet they have the same requirements as any other office worker, such as email access, calendaring access and lowest-cost calling method," said Alan Race, Assistant Director ICT with responsibility for purchasing at New College Durham, which is located in Durham,

### ABOUT NEW COLLEGE DURHAM

- Located in the UK, New College Durham has a student population of 16,000 and full-time staff of 500

### THE CHALLENGE

- To improve communication and increase productivity among mobile workers and reduce all mobile costs

### THE SOLUTION

- Deploy DiVitas to meet productivity and cost-savings goals and leverage existing investments in WiFi and dual-mode smart-phones

### THE BENEFITS

- College staff is more reachable, responsive and productive
- Mobile-communications have been improved while costs have been reduced

UK and has a population of around 8,500 students. “Turning to mobile phones as an alternative to purchasing a computer for every employee is not only more economical, it has the added value of making them more reachable, which leads to improved productivity. Best of all, we can do all of this without skyrocketing mobile bills thanks to WiFi.”

**Solution: Leverage existing investments in WiFi and dual-mode smartphones, deploy DiVitas to reach productivity and cost-savings goals**

In deploying the DiVitas solution, the college was building on its three-year-old strategy for its ICT (Information and Communication Technologies) infrastructure, which is managed by Telindus. Adding DiVitas as the mobility component was a move that completed its overall Unified Communications strategy.

“We have found DiVitas to be the mobility enabler to this vision of totally Unified Communications. Having PC functions delivered by a dual-mode mobile phone – a phone that seamlessly converges WiFi and cellular networks – uniquely addresses a challenge we’ve been struggling with for three years,” said Race. “DiVitas will increase productivity at an affordable cost, and we also predict that DiVitas will help drop overall communications costs.”

New College Durham currently uses the Cisco Call Manager as its PBX and WiFi technology from Trapeze Networks for its WLAN. While the college uses some Cisco 7960 VoIP phones, highly mobile employees who are frequently off-campus, also use Nokia’s E-series dual-mode handsets with the Symbian OS as their standard smartphone.

As the DiVitas deployment moves forward, it will complement the existing Cisco IP telephony deployment and more E-series handsets will be deployed because these Nokia devices are DiVitas-certified and thus integrate effortlessly with the DiVitas solution. DiVitas-certified, Microsoft Windows Mobile 6 dual-mode devices will also be introduced as part of the mix of handsets in the college’s DiVitas deployment because some of the college staff prefers the touch-screen method of usage.

DiVitas fits into the picture as the component that provides seamless roaming between the Trapeze WiFi and GSM networks. In addition to mobile voice and email, DiVitas unifies corporate messaging capabilities (deskphone, contacts, IM, presence and push-to-talk) for businesses onto a smartphone, which runs over WiFi, cellular or both.

DiVitas consists of a server deployed inside the enterprise and a client embedded in popular dual mode handsets.

DiVitas is mobile-network, handset, operating system, carrier and PBX agnostic, creating a totally Mobile UC experience that remains under the complete control of the enterprise IT staff.

For example, an administrator heading back to the office after lunch could receive a call over the GSM network on his Nokia mobile, which had been transferred by a co-worker to his deskphone number. His mobile is his deskphone, and thus he can perform traditional PBX-enabled functions from that phone. He can continue his call without interruption, even if he roams to WiFi once back on campus, then and back to cell should he find himself out of WiFi range again.

The phone performs seamless roaming between these two networks, automatically and without dropping calls during handoff. His Nokia phone also enables traditional messaging and calendaring functions normally found on a PC or laptop.

“

**Increasing and encouraging more effective communications between senior staff while reducing call costs is critical to the college.**

”

## Benefits: Mobile communications have been improved while costs have been reduced

New College Durham's unified- and mobile-communications strategy has come successfully together by combining a technology-keen college with a leading systems and network integrator and also by now adding a new component – DiVitas – to access to a mobile worker's deskphone, voice and messaging applications and providing him with seamless roaming between WiFi and cellular networks. This recipe is achieving the ultimate in improving communications in order to increase productivity, and in the meantime, reducing mobile-communications costs.

"As part of the college's Mobile Unified Communications strategy, we were keen to ensure that the staff was able to utilise the most appropriate communications tools available," commented James Walker, Head of Innovation at Telindus. "During our relationship with New College Durham, we began to understand just how important mobile phones were to staff, and the DiVitas solution offered the perfect answer to the college's challenge. By deploying the DiVitas client onto mobile handsets, we are mobilising messaging and calendaring functionality, desktop phone functions, and access to student information for users who otherwise wouldn't have these capabilities at all – and it's proving to be affordable. Institutions like New College Durham will benefit enormously as their communications costs are reduced while productivity across the campus increases."



**Having PC functions delivered by mobile phone – a phone that seamlessly converges WiFi and cellular networks – uniquely addresses a challenge we've been struggling with for three years.**



Copyright © 2008 by DiVitas Networks

Entire contents copyrighted by DiVitas Networks. Unauthorized redistribution, electronic or otherwise, without prior written approval of DiVitas Networks, is prohibited by law. Requests for permission to copy or distribute should be made to DiVitas Networks. 090903

321 Castro St, Second floor  
Mountain View, California 94041  
+1 (650) 625-1900/office  
+1 (650) 625-1177/fax

[www.divitas.com](http://www.divitas.com)