

Post Implementation Evaluation Report

Avaya 6 Upgrade Project – University of Kansas Medical Center

Project Dates: 8/2011 through 12/2011

Project Cost: \$669,472

Project Objectives:

This upgrade included removing unsupported and obsolete hardware and upgraded the system operating software to version 6.0. This software and hardware upgrade was required to meet the growing needs of the Medical Center Campus and introduced new technologies such as desktop video calls, modern hardware, enhanced call center technologies and support for the SIP voice over IP protocol.

By implementing the SIP protocol KUMC was able to increase system redundancy both on campus and at satellite locations. They also implemented SIP connections with AT&T to replace their traditional T1 trunks to the public telephone switched network (PSTN). State of Kansas contract vendor Cross Telecommunications was responsible for providing all of the hardware, software and installation services.