

UTSA[®]

The University of Texas at San Antonio[™]

**Unified Communications and
Collaboration - Cisco**

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Unified Communications and Collaboration - Cisco

Product Vision

- Help people work together more effectively anywhere, on any device, in different ways.
- Deliver unified communication solutions with seamless user experiences.
- Bring real-time collaboration using telephony and conferencing solutions together with desktop sharing, mobility, instant messaging, chat and presence and integrate with everyday business applications.

Product Business Objectives

- Provide telecommuting capabilities for all employees.
- Provide training and support over a broad network of tools, technologies, and products.
- Increase the institutional capacity for effective collaboration.
- Provide an optimized user experience and interface that places emphasis on collaboration rather than the tool.

Themes

- Operational Excellence, Optimized User Experience, Collaboration, Reliable Data Infrastructure

Near Term

- IT Group, Training, Testing, Alpha users
- Phone Upgrade User Notification
- Phone Deployment
- Cisco Cloud Integration (Account Login)

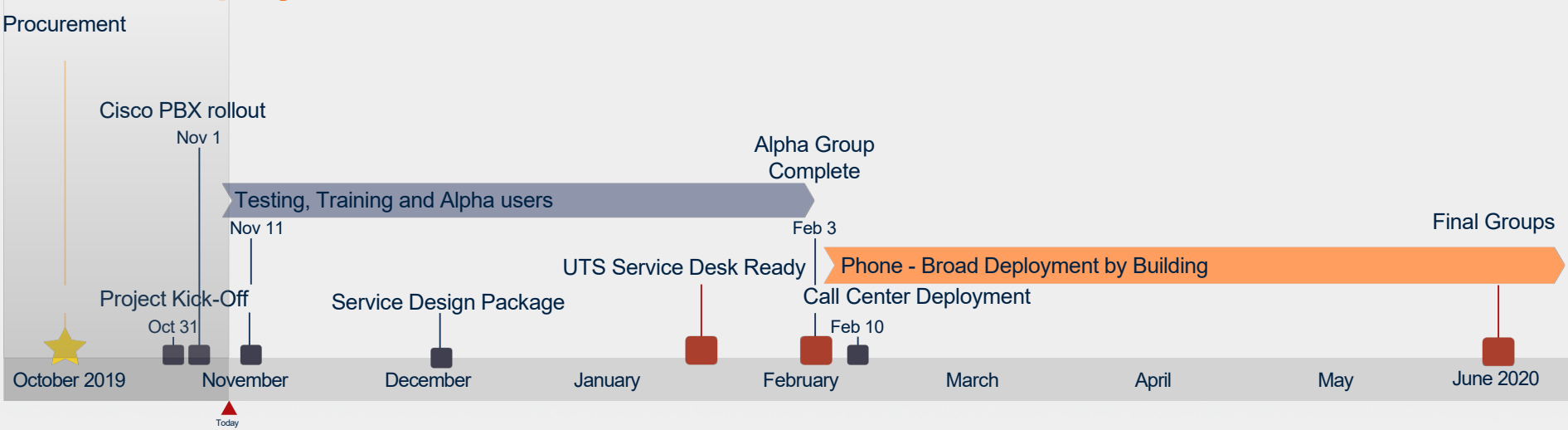
Long Term

- Phone Upgrade User Notification
- Phone Deployment
- Call Center Deployment
- Collaboration Applications

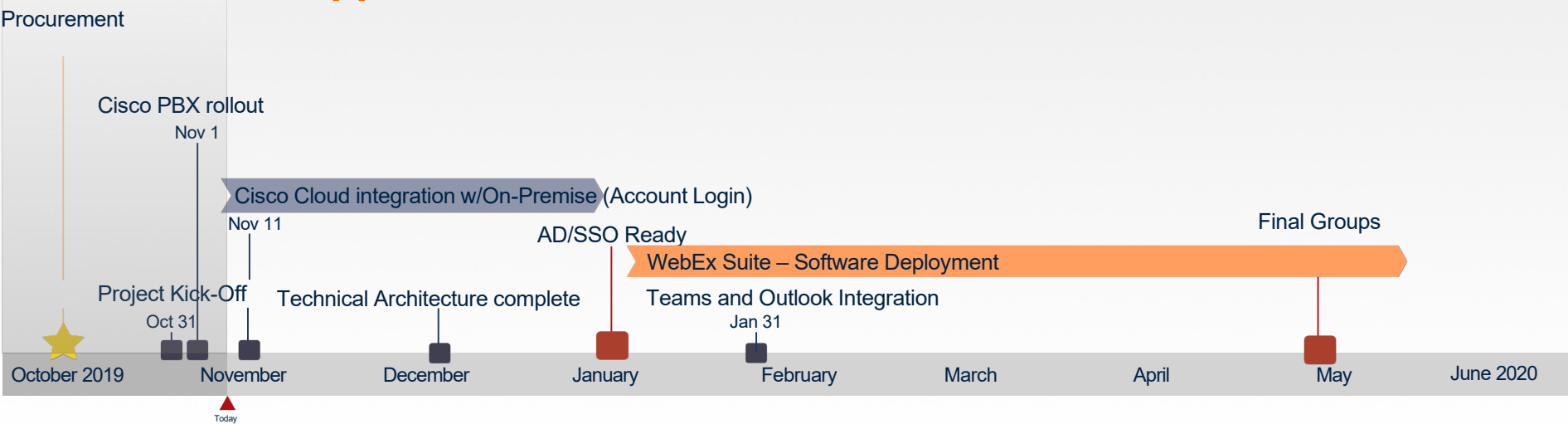
Key Features

- Mobile Connect
- Mobility transfer calls
- Merge call for conference
- Video conference
- Call logs and directories
- Fast dial

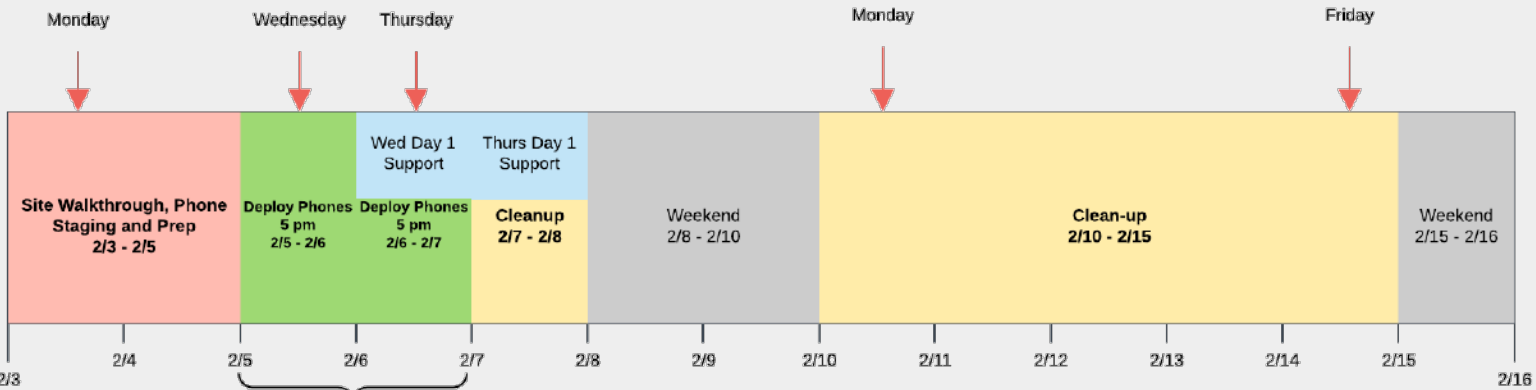
Phone Deployment



Collaboration Applications



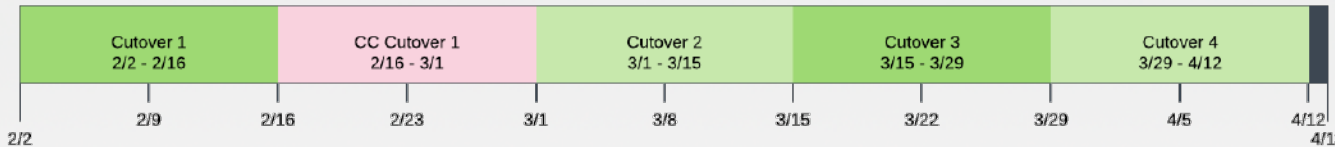
Phone Deployment – Detailed Timeline



Deploy 260 phones per day

Number Port

Number Port

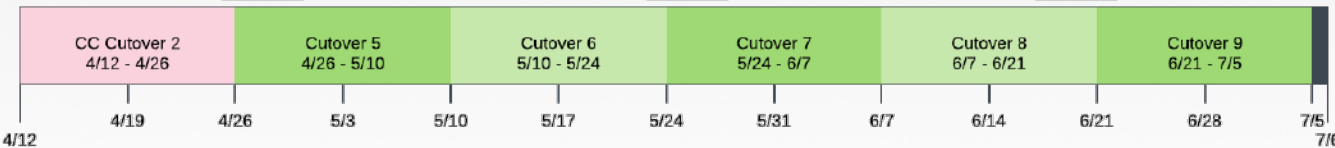


520 phones per cutover

Number Port

Number Port

Number Port



4 teams w/ 2 resources min.
(1 UTSA/1 Presidio)
65 phones per team
260 phones per day (520 per phase)
Approximately 9 cutovers

Call Center Departments

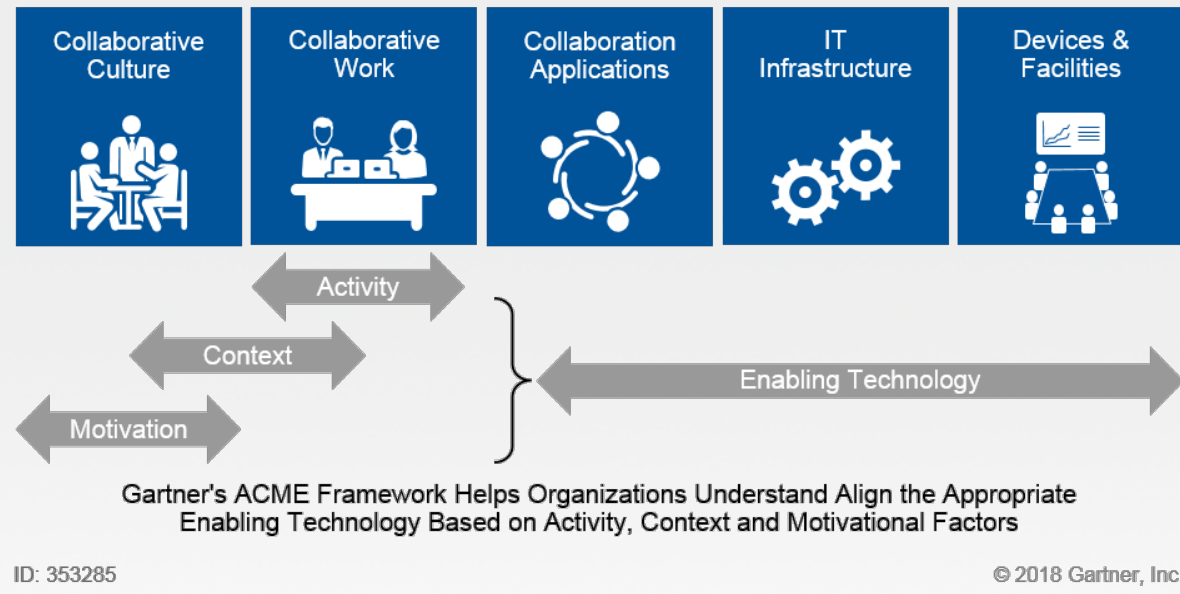
- Service Desk (Jan)
- Business Information Svc
- One Stop Enrollment
- Student Health Services
- Operator/Emergency
- Fiscal Services
- Athletics



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Collaboration: One Word — Many Meanings



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Future Opportunities

Academics

- LMS Integration
- Distance Learning
- Classroom Simulcasting

Workspaces

- Huddle Spaces
- Executive Offices
- Student Collaboration
- Multi-Campus

Other Areas

- Digital Signage
- Student Union
- Retail
- Athletics
- Emergency Operations

Thank you for your attention!

Feedback and questions?

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