



An award-winning architectural design firm sets itself apart from the competition with an emphasis on creativity and innovation. It relies on technology that can streamline the delivery of services and enable the transfer of knowledge between clients and the Company's global network of professionals.

*"Decades of success with more than a thousand clients have resulted from the Company's ability to define strategies that align the use of space with business practices. When they recognized inefficiencies within their own organization, they turned to us to help them assess their existing network, applications, and technology, and determine how best to leverage a converged network with the potential of IP telephony."*

**Margaret A. Schaninger, CEO, Info Plus International**

## Background

- ◆ The design firm's current infrastructure extended to more than 25 sites.
- ◆ Voice communications were delivered using Northern Telecom SI-1 PBXs at most of their locations, with voicemail solutions based on Octel systems.
- ◆ The PBX software was not up to date, and the equipment was being leased. The lease term was soon to expire.
- ◆ Annual maintenance of the PBX-based infrastructure exceeded \$180K.

## The Challenge

- ◆ The Company's success depends heavily on communications that can link its global network of professionals and allow efficient delivery of services to clients, wherever they are located. They recognized the need to develop a high-level roadmap for moving to IP telephony.
- ◆ PBX upgrade costs, to enable the support of IP telephony, were high.
- ◆ The Octel systems were at end-of-support-life, with no upgrades available.
- ◆ The Company required an infrastructure strategy that could result in new capabilities including unified messaging, telecommuting, hoteling, applications from the phone, IP soft phones, find me/follow me, caller ID, and other productivity enhancing features.
- ◆ With a healthy growth rate, the solution must also have the flexibility to ease changing locations, adding new sites and users, and accommodating many other changes.

## The Solution



- ◆ A full needs assessment identified and defined the data/voice requirements. This phase included analyzing current leases, telecom contracts, equipment, cabling, WAN connectivity, voice capabilities, email, and user requirements.
- ◆ An investigation of the available IP telephony alternatives provided a cost estimate for replacing the current systems, and also provided estimates for leasing options. These choices were analyzed in comparison to an upgrade of the existing Nortel systems.
- ◆ It was decided that a full RFP phase would allow an in-depth exploration of all of the options, provide the opportunity to negotiate steeper discounts, and define the potential for a phased approach for the IP telephony systems.
- ◆ An ROI analysis compared the results of the RFP process, overview of business drivers surrounding IP telephony, and a contract comparison provided additional decision-making data for the Company.

