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**NEC**

Unified Communications as a Service (UCaaS)

# Millersville University

## Customer

- Millersville University

## Industry

- Higher Education

## Challenges

- Outdated communications system
- Multiple departments to serve
- Business continuity

## Solution

- Unified Communications as a Service (UCaaS)
- Contact Center upgrades

## Results

- Improved customer service
- Better use of IT resources
- Less complexity
- Transition from CapEx to OpEx model

Millersville University is a public university located in Millersville, PA, offering programs that embrace the liberal arts. Founded in 1855 as the first Normal School in Pennsylvania, Millersville is one of the 14 universities within the Pennsylvania State System of Higher Education. It serves approximately 8,500 students.

The university worked with NEC to develop a new cloud-based communications and contact center solution to better serve its staff and faculty internally and provide a better customer experience for its students and prospective students.

## Challenges

Millersville University had an on-premise, 20+-year-old PBX system that was in need of replacement. Because of state budgetary constraints, the university needed a new communications system that didn't require large up-front capital costs. Additionally, administration staff were responsible for managing several different phone lines to support and transfer calls to three different academic departments. The IT department was looking for ways to reduce the complexity of the communications system and move to an OpEx business model.

> "NEC gave us the most functionality for a cloud solution that's available 'out of the box.'"
> Veronica Longenecker,
> Director of IT,
> Millersville University

## Solution

After researching various options, the university identified a hybrid cloud solution as the best solution for its needs. The total cost of ownership (TCO) of a UCaaS solution versus the TCO of a premise-based PBX system played a significant role in the university's decision. An RFP was issued and four companies, including NEC, responded. According to Veronica Longenecker, director of IT, Millersville University, NEC presented a solution that provided a full cloud solution with very competitive pricing.

"NEC gave us the most functionality for a cloud solution that's available 'out of the box,'" according to Veronica. "Our NEC team provided documentation and customized it for us even before we started the installation."

Ultimately, Millersville University opted for NEC's UCaaS, a fully hosted voice, UC and mobility solution for 900 faculty and staff members. It also upgraded its contact center support and offers the UCaaS service to students for a small fee.

In December 2014, NEC launched a pilot program in Millersville's IT department. The rollout started in January 2015 and within four months 1,200 phones were installed. Additionally, NEC installed contact centers for admissions, financial aid, the registrar's office and the IT helpdesk.

## Results

The Millersville University IT department realized several benefits from using a cloud solution. Budgets are tight in the educational space. However, with a cloud solution, the university didn't need up-front capital costs to do the installation and was able to budget its operating costs on a monthly basis.

Additionally, the NEC solution enabled the IT department to better use the resources that are dedicated to the communications services within the university. UC is now tied to the network and back-end tech support is provided through the cloud as well.



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