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CEDARVILLE
UNIVERSITY

Inspiring Greatness



eZuce Case Study – Cedarville University



Welcome to Cedarville University

Cedarville University is home to 3,200 Christian students and is an accredited, Christ-centered learning community featuring a Baptist university of arts, sciences, professional, and graduate programs. Cedarville is located in southwestern Ohio on a beautiful 400-acre campus. Cedarville University equips students for lifelong leadership and service through an education marked by excellence and grounded in biblical truth. Visit www.cedarville.edu to learn more about Cedarville University.

A Partnership To Better Higher Education

Beginning in 2010, Cedarville University joined the SIPfoundry Higher Education Program (HEP) and is now an investing member. SIPfoundry HEP is an initiative designed to bring lower costs and modern communications to universities, colleges and school districts. Cedarville University became one of the first full members in this joint effort as they have begun the transition from their current legacy IP-PBX to the eZuce open communications platform intent on providing a rich, connected experience for faculty, staff, students and alumni. As an investing member, Cedarville represents the higher education community to drive the future direction and define the requirements for an open, interoperable communication solution.



Limitations of a Legacy IP PBX

Cedarville University had increasing concerns about relying upon their existing phone switch that was purchased in 1992. The risk of failure was increasing, and the existing PBX environment did not fully support contemporary functionality based upon growing user demand for next generation technology including web access to user-settable features, presence indicators, and voicemail routing amongst other unified communication (UC) innovations.

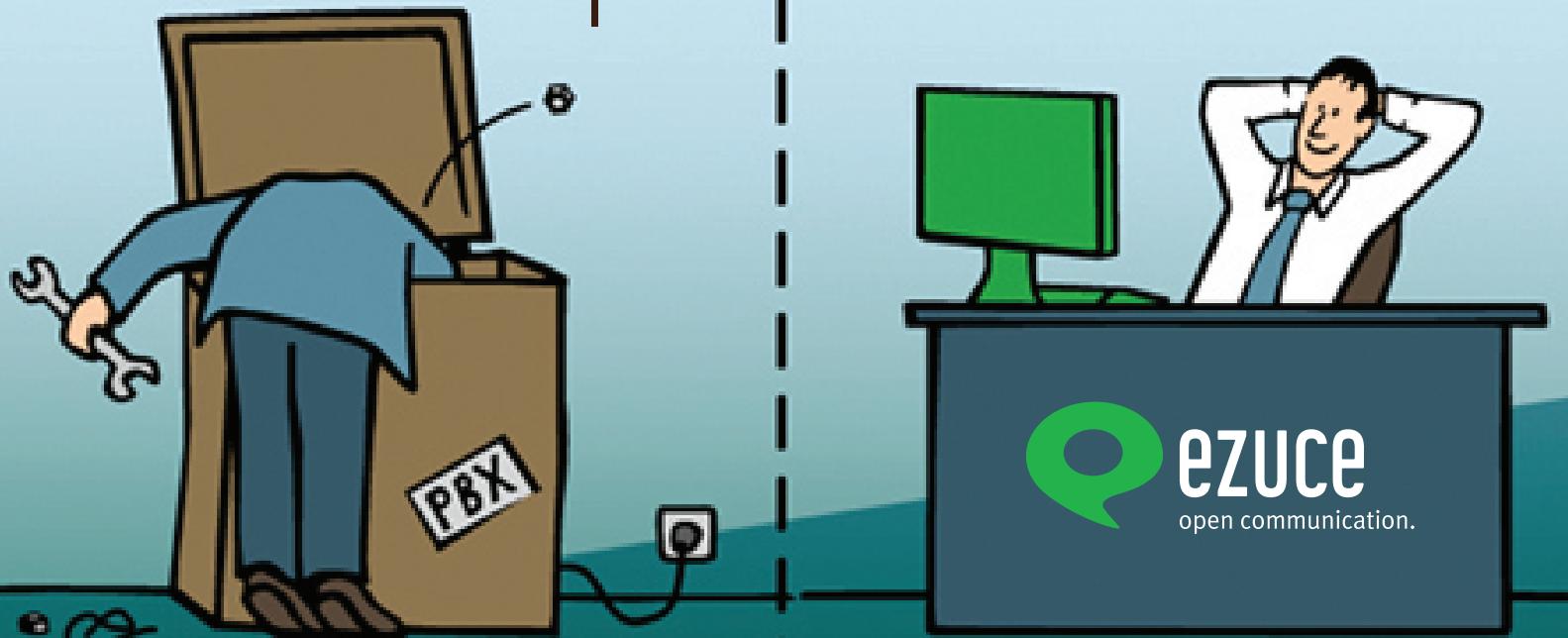
Cedarville University's IT investments were heavily weighted in hardware-based solutions such as HP servers and switches operating in a virtualized VMware environment. Cedarville was researching upgrade options that could best leverage their current infrastructure consisting of gigabit and multi-gigabit fiber backbone with a Nortel Option 81C phone system supporting 2400 lines across 40 buildings and servicing 600 full-time employees.

Cedarville University leadership understood that communication technology had moved beyond the analog/digital setup used by Nortel with contemporary systems relying upon Internet Protocol (IP) networking standards. A decision was made to replace Cedarville's current voice infrastructure and explore options to implement additional software that delivered new UC functionality and capabilities for users.

Making the Transition to 21st Century Communications

The University explored several commercial offerings which were robust and well suited to their IT environment; however they had high up-front capital costs and ongoing licensing costs. An open-source approach was selected because it offered a reasonable up-front cost and did not incur any per-user licensing fees. In addition, the availability of commercial support from eZuce in the event University staff encountered issues which they could not resolve was a critical, core requirement.

Some of the commercial vendors that were considered had a cost-prohibitive pricing structure as many of the desirable features were licensed separately from the base platform increasing the overall cost of ownership. Cedarville liked the simplicity of the SIPfoundry EDU licensing program: a flat fee per year granted them access to eZuce's commercial-grade software and third-level support from eZuce. The University's primary cost, then, became the cost of the handsets...a cost that could be incurred gradually enabling Cedarville's IT department to deploy the new system in a controlled, phased approach.



Introducing eZuce Open Communications

The eZuce team assisted Cedarville with the initial open communications deployment in September 2010. "The expert advice, guidance, and recommendations provided during the installation process were excellent" commented David Rotman, Chief Information Officer at Cedarville University. "Cedarville staff members were able to learn how to manage the sipXecs installation, deploy handsets, interface to analog devices, and perform other duties."

Cedarville uses voice communications extensively in working with prospective students and while interacting with their donor base. Having a reliable and extensible voice infrastructure is critical for maintaining customer relationships. Cedarville utilized eZuce staff and assistance from their EZ Elite partner Ronco Communications during the initial deployment. eZuce helped configure the sipXecs system and Ronco Communications assisted with the integration to their existing Nortel PBX system.

In addition to exploring commercial solutions, Cedarville also considered the Asterisk platform. Their decision to use sipXecs was based upon its extensive product feature set, scalability, along with eZuce's long-term product roadmap and future development efforts. Cedarville explored various solutions over an 8 month period from late 2009 until the summer of 2010. The exploration was a cooperative effort between the physical plant operations staff and computer services staff. A key part of the exploration was interaction with current users of the various products as Cedarville was particularly impressed with the sipXecs deployments within the education market including the recent eZuce project at Colorado State University.

As Dave Rotman observed "Our users love the improved sound quality on voice calls including the ability to manage voice mail, access messages through WAV file attachments in email, process voicemail via a web page, along with using the telephone handset to access voicemail."

eZuce Earns a Passing Grade at Cedarville

The top 3 considerations for selecting eZuce open unified communication solutions included dedicated access to

- o A full-featured product solution
- o Qualified staff who are actually involved in the software development
- o Becoming a member of the SIPfoundry Higher Education Program

Cedarville users are enjoying the modernization of their voice environment and IT management has reported a reduction in the long-term expenses for voice services. For the executive management team at Cedarville their focus was on the increased productivity (end-user control of voice-system features, easier system management), ability to leverage extensive network infrastructure, and enhanced user experiences via better sound quality. All of these system enhancements have made a significant positive impact on Cedarville's user experience for the entire campus facility with higher overall satisfaction and system usage being reported from students, faculty, and other staff members.

In the Words of Cedarville University

"I highly recommend eZuce open communications to any college or university looking to upgrade an existing PBX system with the goal of reduced communication costs and a better user experience. We selected eZuce for a variety of reasons including a firm commitment to the open-source approach, the modular nature of the code base, and the scalability of the solution."

**David Rotman, Chief Information Officer,
Cedarville University**



Introducing your new enterprise communications system. Sounds easy? Now it is!



About eZuce:

eZuce, Inc. delivers open communications enabling social business and collaboration designed for mid to large enterprises based on standards established by the SIPfoundry community. It is the first company to provide a SIP-based software only solution to enable Unified Communications-as-a-Service as the platform for next-generation, open UC architecture. For more information about eZuce please visit our web site at <http://www.ezuce.com>

About SIPfoundry:

SIPfoundry, the leading collaborative open source community dedicated to unified communications and founded in 2004 by Dr. Martin Steinmann and Jerry Stabile as a not-for-profit organization, promotes and advances Session Initiation protocol (SIP)-related open source projects. eZuce Inc., established in 2010 by the creators of SIPfoundry, is the commercial entity that delivers open enterprise communications solutions and support based on the standards established by the SIPfoundry community. For more information about SIPfoundry please visit our website at www.sipfoundry.org

