

GROWING CAMPUS COMMUNICATION

Georgian College uses Dell Global Infrastructure Consulting Services to improve communications services while reducing infrastructure costs by an estimated 27 percent

Georgian College is one of Canada's fastest-growing community colleges, and supporting that growth keeps the college's IT team busy. To accommodate the success of the college in attracting new students, the IT group has steadily expanded online learning programs, increased the number of PCs available to students, and upgraded the data center infrastructure.

GROWTH PUTS PRESSURE ON THE COLLEGE'S COMMUNICATIONS SYSTEMS

The growth in enrollment also increased the workload of the university's administrative staff, and administrators saw an opportunity to help boost staff productivity by improving communications services. For example, the college lacked video conferencing capability. "Faculty and staff members were driving up to two and a half hours between campuses for meetings," says Arlene McDonald, IT operations manager at Georgian College. "For the college, that means high travel costs and lost productivity."

Administrators saw that additional productivity gains could be made by adding instant messaging (IM) and upgrading the voice mail service. "When you're in a meeting and need information, it saves a lot of time if you can use IM to send a quick question to a staff member," says McDonald. "Another way to enhance productivity was to update the college's voice mail system so that it could be accessed from PC screens. We saw that as the first step in moving to a complete, software-based telephone system over our IP network."

At first, it appeared that the college would have to put off the improvements. "We already had other IT projects that were taking up most of our personnel resources," says McDonald. "But Dell was doing such a great job helping us with a database

consolidation project that we asked them for ideas on communications as well. Dell came up with an affordable way to move our communications infrastructure forward without tying up our IT staff."

DELL HELPS THE COLLEGE IMPLEMENT A UNIFIED COMMUNICATIONS PROJECT

Dell consultants proposed a communications pilot project with the college's administrative department as a test population. The IT team swiftly approved the plan, which called for using the Unified Communications technology to deliver IM, video conferencing, and integrated voice mail using Microsoft® Office Communications Server (OCS) 2007. Dell consultants provided planning, design, and deployment services.

"The Dell team even connected us with a Microsoft pilot program that provided US\$25,000 toward replacing 100 of our traditional PBX-based telephones with IP-based phones using OCS," says McDonald. "Dell knew we were considering IP phones and brought the opportunity to us."

DELL CONSULTANTS SHAVE 50 PERCENT OFF IMPLEMENTATION TIME

The Dell team helped Georgian College quickly deploy the new communications solution, including a cluster of Dell PowerEdge 2950 servers to run the OCS

GEORGIAN
YOUR COLLEGE · YOUR FUTURE

CUSTOMER PROFILE

COUNTRY: Canada
INDUSTRY: Education
FOUNDED: 1967
NUMBER OF EMPLOYEES: 1,800
WEB ADDRESS: www.georgianc.on.ca

CHALLENGE

Communications services weren't keeping up with the growth of the college, but upgrading them seemed impossible with the IT staff already fully engaged in other projects.

SOLUTION

Georgian College used Dell Global Infrastructure Consulting Services to help plan, design, and implement a scalable solution using Unified Communications.

BENEFITS

Get IT Faster

- Dell consultants help cut solution deployment time by approximately 50 percent

Run IT Better

- New video conferencing capability reduces travel time for college staff by an estimated 23 percent

Grow IT Smarter

- Dell™ PowerEdge™ 2950 servers help lower energy consumption by 7 percent
- The college projects infrastructure cost savings of approximately 27 percent with the new Unified Communications solution
- The modular Dell solution provides scalability for continued growth



“DELL CAME UP WITH AN AFFORDABLE WAY TO MOVE OUR COMMUNICATIONS INFRASTRUCTURE FORWARD WITHOUT TYING UP OUR IT STAFF.”

Arlene McDonald, manager of IT operations, Georgian College

environment. “Dell completed the project approximately 50 percent faster than we would have been able to do on our own,” says McDonald. “In fact, without the Dell team to augment our staff, we would not have been able to pursue the project.”

DELL POWEREDGE 2950 SERVERS HELP LOWER ENERGY CONSUMPTION BY 7 PERCENT

The energy-efficient Dell PowerEdge 2950 servers have allowed Georgian College to reduce power usage by approximately 7 percent compared to its previous servers. The PowerEdge 2950 servers also conserve data center space, creating room for future growth, because the college is able to place more applications on each of the multiprocessor platforms.

COLLEGE PROJECTS INFRASTRUCTURE COST SAVINGS OF APPROXIMATELY 27 PERCENT

McDonald’s team estimates that the communications project will reduce future telephony infrastructure and maintenance costs by approximately 27 percent. “Back-end infrastructure and maintenance is significantly less expensive with software-based telephony compared to the traditional PBX environment,” says McDonald. “Thanks to Dell Unified Communications, we expect to reap those savings much sooner.”

TRAVEL TIME REDUCED BY APPROXIMATELY 23 PERCENT FOR COLLEGE STAFF

College administrative staff members are able to do less traveling between campuses now that the new video conferencing capability is in place. “We estimate people in the communications pilot program are spending 23 percent less

time on the road,” says McDonald. “Using video conferencing not only boosts productivity, it can improve safety—winter weather here in Ontario often makes driving conditions hazardous.”

MODULAR DELL SOLUTION PROVIDES SCALABILITY FOR CONTINUED GROWTH

Moving to a Unified Communications solution has also enabled the college’s IT team to easily expand the infrastructure as student enrollment grows. “The Dell design is based on a modular approach that makes the infrastructure simple and inexpensive to scale,” says McDonald. “And with an IP-based telephony solution, adding or changing phone service is much less labor-intensive. We can do a lot of it just using software.”

SUCCESS OF PILOT PROJECT LEADS TO LARGER ROLLOUT

Georgian College considers the Dell pilot project a complete success and now plans to extend the new communications services to other groups. “Faculty members are especially excited about using live conferencing to reduce travel while still giving students the benefit of an instructor-led class,” says McDonald. “As a college IT group, our mission is to use technology to improve learning. The Dell communications project is certainly helping us deliver.”

For more information on this case study or to read additional case studies, go to DELL.COM/CaseStudies.

GEORGIAN
YOUR COLLEGE · YOUR FUTURE

HOW IT WORKS

HARDWARE

- Dell™ PowerEdge™ 2950 servers with Intel® Xeon® processors

SOFTWARE

- Microsoft® Office Communications Server 2007

SERVICES

- Dell Global Infrastructure Consulting Services



Microsoft

SIMPLIFY YOUR TOTAL SOLUTION AT DELL.COM/Simplify

May 2009. © 2009 Dell, Inc. Dell is a trademark of Dell Inc. Intel, the Intel logo, and Intel Xeon are registered trademarks of Intel Corporation. Microsoft and the Microsoft logo are registered trademarks of Microsoft Corporation in the United States and/or other countries. Other trademarks and trade names may be used in this document to refer to either the entities claiming the marks and names or their products. This case study is for informational purposes only. DELL MAKES NO WARRANTIES, EXPRESS OR IMPLIED, IN THIS CASE STUDY. 10007620

