

## University of Kent uses JANET network to provide Mitel IP telephony at new campus

### CUSTOMER NEEDS

- Telephony for a new faculty building in Medway
- Minimise costs of installing a new telephony network
- Interoperability with the wider University network

### SOLUTION COMPONENTS

- Mitel 3300 Integrated Communications Platform (ICP)
- Mitel SX-2000
- Mitel 5210 IP Phones

### RESULTS

- Reduced costs of installing new telephony network by using existing JANET data network
- Lower communications costs for inter-departmental calling
- Enabled staff based in the remote campus to be on the same organisational telephony
- Increased call capacity
- Seamless migration from legacy system to IP telephony solution



The University of Kent was established in 1965 and is based near Canterbury city centre in the South East of England. The university campus spans 300 acres and serves over 10,000 students.

In 2004, the University of Kent joined the new Universities at Medway Initiative, which is a campus complex in Medway, Kent, that is shared by Greenwich University, Canterbury Christ Church University and Mid-Kent College. The £50m Universities at Medway scheme is the first project of its kind in the UK and is supported by Medway Council, the Higher Education Funding Council for England (HEFCE), the Office of the Deputy Prime Minister (ODPM) and the South East England Development Agency (SEEDA).

In 2005, as part of the Universities at Medway Initiative, new campus buildings were opened on the site at Pembroke, adjacent to Chatham's Historic Dockyard. The site development involved a complete communications network being installed which would enable staff and students to work in the new building.

One half of the Medway Campus at Pembroke is a state-of-the-art Learning Resources Centre which is shared by all four institutions. The Learning Resources Centre houses a library, computing facilities, seminar rooms, and communal study spaces. The section of Medway Campus that is used exclusively by the University of Kent houses both academic and administrative staff from the University.

As part of the launch of the new campus, the Estates Department of the University of Kent was tasked with building an advanced telephony system for the University's academic and administrative staff and students.



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# Customer Experience

## → University of Kent

### ABOUT THE UNIVERSITY OF KENT

The University of Kent, was established in 1965 and is based just outside Canterbury city centre in the South East of the UK. With a campus that covers 300 acres, University of Kent has over 10,000 students.

*“When we were tasked with setting up a phone system at our new Medway Campus we turned to Mitel to design an IP Telephony network. Academic and administrative staff at the new campus can now make toll-free internal calls, and all calls are carried over the JANET network, saving us time and money on installing a new phone network. We have worked with Mitel since 1986, and their technology and customer service are very good.”*

– Steve Pettett, Estates Telecoms Manager, University of Kent

Steve Pettett, Telecoms Manager at University of Kent, said: “We wanted to be able to extend our main telephony and computing network in Canterbury to the new university campus at Medway, hence making full use of the investment we had already made on our communications infrastructure. We assessed various ways of doing this, and following an evaluation period, we decided that a VoIP network would provide us with the best solution.”

The University of Kent’s Estates Department was already using a Mitel® SX-2000 telephony network for its main campus. “We have worked with Mitel since 1986 using the SX-2000, and their technology and customer service has always been very good. This is why when we were tasked with setting up a telephony network in a new campus in Medway, we turned to Mitel to design a VoIP system for us,” continued Pettett.

The University of Kent was already using a network called JANET (the Joint Academic NETWORK), which serves all education and research organisations in the UK by providing a data link over the internet. By using VoIP, the University saw that it could channel voice calls over the existing JANET network.

The University of Kent did this by configuring its JANET network to link its Medway and Canterbury campuses. The University then installed IP phones in the Medway campus, and a VoIP server, the Mitel 3300 Integrated Communications Platform (ICP), in Canterbury, which were linked by the JANET network. All calls could then travel on the JANET network as packets of IP data, then be routed through the Canterbury campus’ telecoms network.

As a result, all calls are now handled in the same way, irrespective of which campus they originated from. Not only was the migration between systems seamless, but the call capacity has increased by moving to a VoIP system. This will enable the network to handle any future increases in call traffic.

By designing the telecoms infrastructure in this way for the Medway campus, the University can now make toll-free internal calls across campuses. The University also saved time and money by using the JANET network instead of building an entirely new system.

“Now academic and administrative staff at the Medway campus can make toll-free internal calls. As all calls are carried over the JANET network, we have saved time and money on installing our new telephony network. In the future, we are looking to install IP telephony in all our new campuses.” concluded, Pettett.

#### North America

(613) 592 2122  
1 800 648 3579

#### Benelux

Tel: +31 (0)30 85 00 030  
Fax: +31 (0)30 85 00 031

#### Middle East

Tel: +971 4 3916721  
Fax: +971 4 3915288

#### Latin America

(613) 592 2122  
1 800 648 3579

#### Italy

Tel: +39 02 2130231  
Fax: +39 02 21302333

#### South Africa

Tel: +27 82 559 8688  
Fax: +27 11 784 6916

#### UK

Tel: +44 (0)1291 430000  
Fax: +44 (0)1291 430400

#### Germany, Switzerland, Austria

Tel: +49 (0)211 5206480  
Fax: +49 (0)211 52064899

#### Asia-Pacific

Tel: +852 2508 9780  
Fax: +852 2508 9232

#### France

Tel: +33 (0)1 61 37 00 90  
Fax: +33 (0)1 61 37 00 99

#### Portugal and Spain

Tel: +34 91 490 5300  
Fax: +34 91 490 5301

[www.mitel.com](http://www.mitel.com)



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GD 10526 PN 51010062RA-EN