



# CASE STUDY

## Leeds Trinity University

**Skype for Business Enterprise Voice solutions for the Higher Education Sector, bringing together all of the typically disparate ways to communicate into one platform, so employees and students can access and use multiple communication applications through a single interface, using any device and from any location.**

### THE CUSTOMER

Leeds Trinity University is a public University in the town of Horsforth, West Yorkshire. The University has been providing outstanding, student-centred higher education for nearly 50 years. Leeds Trinity supports over 3,000 students and is ranked in the top 10% of UK institutions for teaching excellence and employability.

### THE CHALLENGE

Leeds Trinity University wanted to modernise their communications, transitioning from their inflexible legacy PBX systems, to a more flexible, efficient and collaborative Unified Communications (UC) solution.

- GCI understood that the University was looking to encourage greater, more effective interaction between staff, students, external partners and the wider community in general.
- The University also wanted to roll-out UC features to a wider user base and develop further usage scenarios for students, staff and potential students, introducing virtual classrooms and enhanced learning methods.
- Whilst the University had some business units with call queuing and group distribution requirements, there was no dedicated call handling resource to effectively answer & distribute calls, of which the University needed to ensure it was well placed to engage professionally with both new potential and existing students.

### THE SOLUTION

As a Unified Communications specialist and Microsoft Gold Communications Partner with expertise in Skype for Business 'Enterprise Voice' migrations, GCI were the ideal partner for Leeds Trinity University.

- GCI proposed a Skype for Business Enterprise Voice solution, bringing together all of the typically disparate ways to communicate into one platform, so employees and students can access and use multiple communication applications through a single interface, using any device and from any location.



- A paired Skype for Business server pool was deployed within the data centre to provide resilience to the system. This in turn is associated with Exchange Unified Messaging hosted in Office 365 to provide voicemail and IVR capabilities within the solution.
- External access was provided by an Edge server deployed in a demilitarised zone (DMZ). Archiving of IM messages is provided via Exchange in Office 365 with Skype for Business's monitoring server database located in an SQL server. The SQL Server, via its integration with the UC Analytics, server also provides the University with reports on call quality.

## THE BENEFITS

Leeds Trinity's new Microsoft Skype for Business 'EV' Solution paved the way for a more collaborative and innovative way of learning:

- UC Analytics provides detailed analytics on IM usage, number and type of conference calls made, volume of video calling etc, all supporting with user adoption as well providing service metrics.
- GCI addressed the requirement for business continuity in the design phase, so that no Skype for Business service outage will impact on availability. The service facilitates normal voice services, with the added value of users being able to use any device (Smart Phone, Tablet, PC and normal telephone handsets, or a mixture of devices) that suit the differing profiles within the University.
- GCI's proposed Skype for Business Enterprise Voice service has enabled the University to solve the challenges with communication between staff, students, external communities and partners that serve the University.
- Skype for Business saves the University time and money, by providing a platform to collaborate more efficiently; providing a faster conclusion to any type of knowledge enquiry, be it business or learning related.
- The solution helps increase levels of satisfaction, especially from a staff, lecturer and student perspective, by offering a much faster call resolution; thus helping to contribute to the retention of valued staff.
- Skype for Business has enabled Leeds Trinity to replace its legacy ISDN systems with a much more flexible, highly available and cost affective SIP Trunking service.

As a result of our excellent teaching and pioneering use of professional work placements, 95% of our students are employed or in further study 6 months after graduating. Our implementation of Skype for Business is enabling the University to make further advances in the way that students and staff collaborate as part of learning, teaching and research, using a state of the art Unified Communications solution which many students will use when they are in full employment.

To fully realise the benefits of Unified Communications, we needed an experienced and trusted partner to help us through this transition and to achieve our UC goals. GCI were that partner, their experience and understanding of the transformation from traditional telephony to Unified Communications & Collaboration has been invaluable.

**Mark Joyce, Director of Information Services**  
**Leeds Trinity University**

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\*Calls cost 7p per minute plus you phone company's charge.