

Case Study

Industry: Education

University of New Mexico

Project: New voicemail system

Major challenge: 10-week time frame



The background

The University of New Mexico (UNM), the flagship higher education institution in the state, boasts 25,000 students, faculty, and staff on its Albuquerque campus. This research-extensive university provides professional and graduate schools, medical and law schools, the state's only trauma-one and teaching hospital, the nationally recognized Cancer Research and Treatment Center, and a Center for High-Performance Computing and gateway to the New Mexico Computing Application Center for computer-intensive simulations.

The UNM voicemail system is relied upon by almost 10,000 faculty and staff. When the recently upgraded voicemail system began to perform unreliably, a decision was made to replace it quickly. With so many people dependent on the voicemail system, it was critical that the university have a fully operational communications infrastructure.

A thorough search

Technical Support Analyst and Voicemail Administrator Margaret Krawic teamed with Information Technology Services Director Paula Loendorf and Associate Directors Mark Reynolds and Ann Swancer to search for a new system. The most important requirements were reliability and stability. UNM's entire campus community uses voicemail extensively, and any system fallibility would be deemed unacceptable. Working with a very aggressive timeline of 10 weeks (instead of four to six months), the UNM team conducted a thorough study of different systems and providers.

UNM chose Black Box Network Services based on the company's ability to complete the project in three months and on its recommendation to use CallXpress®, a system from Applied Voice & Speech Technologies, Inc. (AVST). The UNM team also received excellent

references from recent Black Box CallXpress clients, including New Mexico State University and the City of Phoenix.

The CallXpress solution

Black Box, an AVST partner and reseller, selected the CallXpress system because it would integrate flawlessly with UNM's existing NEC IP-PBX system. It's a best-of-breed unified communications solution that delivers world-class call processing, voicemail, unified messaging, and advanced speech applications. It also enables easy user adoption with no disruption in workflow.

A trouble-free installation

The installation of the CallXpress system, done over the long Thanksgiving weekend, went smoothly. On the first business day, the system took almost 48,000 calls with no problems.

"CallXpress was implemented over a holiday weekend, which meant that on its first full business day in operation, the call volume was exceptionally high. The system didn't miss a beat," said Margaret Krawic.

"The UNM staff could not have been any easier to work with, and it was a great team effort by all involved to select, purchase, and deploy AVST's solution within the 90-day timeframe allotted, said Crosby Smith, Black Box Western Region Vice President. "We were very pleased to add the University of New Mexico to our family of valued customers."

"CallXpress is a perfect fit for UNM's dynamic environment and high expectations for reliability," said Denny Michael, AVST Vice President of Marketing. "Having deployed CallXpress in nearly 800 educational institutions, AVST is highly experienced in making communication more efficient for any educational environment.

Black Box looks forward to continuing its relationship with UNM by providing extended support for the system.

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Margaret Krawic, Technical Support Analyst and Voicemail Administrator, University of New Mexico



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