



Case Study: Carleton University

Tens of thousands of students. Dozens of buildings. Countless systems. The numbers behind the curtain at a typical university are impressive. And it takes an equally impressive communications system to keep it all running smoothly. That's why Carleton University in Ottawa, Ontario has invested heavily in its communications strategy to ensure downtime and emergencies don't stand in the way of learning, research and changing the world.



AT A GLANCE:

SITUATION:

- Large, multi-building campus
- Critical safety responsibilities, relying heavily on communications in times of urgency
- Need for 24/7 system availability without disruptions in service quality or performance
- Need to maximize in-house IT resources
- Desire for actionable system data

SOLUTION:

- Mitel Performance Analytics
- Mitel Mass Notification
- MiVoice Business

- MiVoice Border Gateway
- MiCollab
- MiContact Center
- MiVoice Call Recording

RESULTS:

- Constant system monitoring, alerting and reporting for early detection of performance issues
- Significantly reduced downtime due to proactive handling of reported issues
- Powerful mass notification capability that can reach entire campus population in case of emergency
- Enhanced team collaboration through tools that keep staff connected and productive
- Improved handling of student and staff communications, with reporting insights to analyze interactions and improve student experience



Powering connections



Organization

Carleton University is a leading post-secondary educational institution in Canada's capital city of Ottawa. The university has a rich history, graduating more than 130,000 students since its founding in 1942. Today, approximately 28,000 full- and part-time students are registered in more than 65 disciplines.

Situation

Carleton has some unique considerations for its communications strategy. Since students and staff are spread across a large network of buildings and residences, keeping everyone connected is an important requirement. For staff, the ability to easily contact and collaborate with one another is critical for productivity. What's more, the student population needs convenient and simple ways to contact administration for information or to resolve routine issues. After all, these students make up Carleton's customer base and have the same expectations for customer service from the university as they would from any other business: flexible, informed and satisfying interactions, every time. And, it's a 24/7 operation for Carleton's IT team, as onsite student housing means that there is inbound and outbound traffic at all hours of the day.

As with any university, student and staff safety is a critical responsibility. In the event of an emergency, Carleton must be able to broadcast notifications to its entire campus population, no matter where they are at that moment, with a high degree of certainty that each message will be received. Additionally, operational telephones ensure a line out to emergency services when needed, so the reliability of Carleton's communications systems is critical.

Solution

Carleton sought a solution that would not only keep its network connected, but also provide a high level of reliability and make the most of its in-house IT resources.

Carleton equipped its staff members with a real-time communications client, providing a single point of access for all of their daily collaboration needs. This means Carleton's staff spends less time trying to connect and more time actually communicating.

When students wish to reach out to the university's administration, Carleton's contact center platform (which supports the university's registrar, recruitment, athletics and IT help desk) ensures their queries are routed to the right person, on the first try, every time to minimize frustration and set staff up for positive interactions. As well, Carleton's call recording solution captures each interaction to provide management insight into student satisfaction and employee performance, uncovering areas for improvement and training opportunities.

"We are pleased to have such a state-of-the-art system that will serve us well in our continuing efforts to make Carleton an even safer, more secure campus community."

Roseann O'Reilly Runte
President and Vice-Chancellor,
Carleton University



“While our data network operates very reliably, it gives us peace of mind to know that if voice quality were to drop, we’ll know quickly, rather than relying on user reports. We also have access to actionable data on the problem, such as jitter, packet loss and latency statistics by call. This data can help us proactively prevent a more serious problem that could impact many users.”

**Richard Lefebvre, Voice Services Manager,
Carleton University**

Most importantly, Carleton built a structure to enable the university to communicate effectively in critical situations and ensure a high level of reliability for its entire system. Partnering with Mitel, Carleton implemented a mass notification solution with a three-tiered method; in the event of an emergency, Carleton can quickly issue PC desktop alerts as it locks thousands of campus computers, a mass email notification to nearly 27,000 accounts and an SMS to its entire database of mobile phone numbers.

And, to minimize downtime throughout its entire 24/7 operation, Carleton implemented Mitel Performance Analytics to monitor its entire environment around the clock and provide real-time alerts via email or SMS if issues arise. The software detects key predictors of problems – like excessive delay, packet loss, systems rebooting themselves – and provides supporting data to the network team to speed problem resolution. Carleton’s IT staff have secure remote access to the system through a variety of devices, and added a further layer of protection with Mitel’s team handling support outside of IT’s traditional business hours.

Results

Carleton’s communications setup is now a stellar example for any university that wants to boost staff productivity, minimize system downtime and, most importantly, provide a reliable emergency response plan in the event of a crisis.

Carleton has been able to avoid downtime to critical systems, like its contact center. “A failure of the [contact center] server, particularly during the critical registration period, can mean losses for the university – so the monitoring gives us confidence that we can avoid downtime,” says Richard Lefebvre, Carleton’s Voice Services Manager.



Carleton's IT staff has found they're able to use their time and resources more effectively. Knowing Mitel Performance Analytics is monitoring Carleton's systems and will alert them to any potential issues, the IT team can handle tasks more efficiently and focus on other projects. Mitel Performance Analytics even helps the university detect problems that could impact the user experience, like a decline in voice quality.

As for Carleton's mass notification strategy, its unveiling drew praise from the Ottawa Police Service, establishing Carleton as an example for not only other universities, but for other lines of business as well.

"Carleton's new ENS [Emergency Notification System] is an impressive use of technology that meets today's critical challenge of mass notification. I encourage all large employers and other public institutions to deploy a similar system."

Vern White

Former Chief of the Ottawa Police Service



Learn More

Find out more about Mitel Performance Analytics [here](#), and Mitel Mass Notification [here](#). Explore more stories like this at mitel.com/customer-success

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