making our case

NOKIA

Nokia for Business

Leading University Calls on Nokia for Mobile Unified Communications to Improve Student Learning Experience and Increase Staff Productivity

Customer:	Bryant University
Industry:	Education
Challenge:	Enable increased mobility and flexibility for students; boost productivity for administration and faculty; reduce cellular voice costs; and extend coverage on and off campus
Solution:	Nokia Call Connect for Cisco, Device Management, Mail for Exchange for Nokia devices, and Nokia Eseries dual-mode mobile devices
Benefits:	Improved productivity and learning experience with access to campus email, calendaring features, and web browsing, and significant cost savings through VoIP calls

"The Nokia and Cisco mobility solution has created true business transformation here at Bryant."

Art Gloster
CIO
Bryant University

Founded in 1863, Bryant University is a nationally recognized institution with a reputation for excellence and innovation. Bryant focuses on providing rigorous academic programs that integrate business with liberal arts to develop critical thinking skills that are essential to every professional. Located in Smithfield, Rhode Island, Bryant's 420-acre campus is home to 3200 undergraduate students and more than 400 graduate students.

The Challenge

Bryant University believes that technology is critical to a successful academic experience and is committed to providing its students, faculty, and administrative staff with the most advanced mobile communication tools. Several years ago, Bryant upgraded its LAN and WLAN to enable campus-wide IP telephony along with voice, video, and data applications.

Following this upgrade, Bryant deployed the Cisco IP Interoperability and Collaboration System (IPICS) solution to improve campus operations and increase security by enabling direct radio communications between Bryant's public safety, campus management, and residence life departments. The university also installed wired VoIP phones in dorm rooms, allowing students to make free local calls over Bryant's IP network. Unfortunately, this configuration did not provide students with the degree of mobility they required.

With more than 98 percent of college students using mobile phones and other network-capable devices, Bryant recognized that a mobile unified communications (UC) solution was essential in its efforts to provide mobility for its students, administration, and faculty. The challenge faced by IT administrators was to enable increased mobility and flexibility for the student population, boost productivity for administration and faculty, reduce cellular voice costs, and extend coverage on and off campus. The goal was to combine a desktop campus phone and a mobile phone into a single device, providing cost-effective access to voice and data applications while on the go.

The Solution

To achieve its mobility goals, Bryant University turned to Nokia and Cisco to provide a UC solution that enables dual-mode mobile devices to run on wireless IP networks while students and faculty are on campus, switching to cellular networks when they are off campus. The product offering also extends the capabilities of desk phones to mobile devices, permitting users to be reached at a single phone number and to use valuable IP PBX features such as extension dialing, call hold, and call forwarding from their mobile devices.

As part of a pilot program, 54 Nokia E61i mobile devices were distributed to key university staff. Nokia E61i dual-mode mobile devices feature a high-resolution display, full messaging keyboard, and

Customer Profile

Company: Bryant University

Headquarters: Smithfield, Rhode Island

Founded: 1863

URL: www.bryant.edu

Primary Business: Higher education

advanced WLAN and 3G cellular capabilities for fast Internet browsing on the Nokia web browser—one of the most advanced Internet browsers available on a mobile device. Additionally, Nokia E61i mobile devices have advanced VoIP calling capabilities, including support for Cisco Compatible Extensions protocol and Skinny Client Control Protocol (SCCP).

As part of the overall UC solution, Nokia Call Connect for Cisco client was deployed on Nokia E61i mobile devices, allowing the devices to leverage existing Cisco WLAN and UC infrastructure. The software from Nokia, which supports 802.11b/g WLAN infrastructures for VoWLAN communications, effectively extends coverage beyond the campus network. To help ensure secure communications, which is critical for Bryant, the solution supports EAP and WPA WLAN standards, as well as Cisco's EAP-FAST protocol.

The university also installed Mail for Exchange for Nokia devices on Nokia E61i devices, empowering them to receive email and attachments from Bryant's Microsoft Exchange Server. This provides staff with access to their Exchange inboxes, calendars, and contacts while mobile. Since Mail for Exchange for Nokia devices does not require third-party middleware, Bryant was able to utilize its existing IT infrastructure and email system to provide remote access.

Device Management was deployed to provide IT administrators with the ability to track, manage, and control the university's mobile devices remotely. Administrators can provision and configure devices over the air, further simplifying rollouts and cutting administration costs. Device Management can be utilized worldwide over both WLAN and GSM/3G networks.

The Benefits

At the conclusion of the pilot program, Bryant University conducted a survey to evaluate the success of the program. Participants overwhelmingly expressed satisfaction with Nokia E61i mobile devices and their ability to access campus email and calendaring features, as well as browse the web and make VoIP calls.

The mobility solution from Nokia has created an infrastructure that unifies communications across channels, delivering a dramatic productivity improvement for Bryant. Using the IP-enabled Nokia E61i dual-mode mobile devices as a wireless extension of desk phones, university administration and faculty are able to reduce the amount of time spent in the office answering calls, email, and text messages by as much as 35 percent. "The Nokia and Cisco mobility solution has created true business transformation here at Bryant," said Art Gloster, CIO for Bryant University. "It has created more options for students, faculty, and administration who are trying to blend work life and personal life that fits right into the same niche as dual-mode phones."

Additional benefits include the ability for professors to conduct real-time polls or quizzes through Nokia Eseries mobile devices, and then transmit a summary of student responses to a lecture hall's digital projector. Course materials can also be sent directly to students' mobile devices during lectures for subsequent assignments.

The benefits extend to students as well. Students are able to use Nokia dual-mode devices to take notes, record lectures, track class schedules, use course-management systems, create spreadsheets and presentations, and access social networking sites. Nokia E61i mobile devices offer unlimited on-campus voice, text, and Instant Messaging, as well as high-speed Internet access, enabling significant advantages for students, university administration, and faculty.

The mobile UC solution from Nokia and Cisco also creates significant cost savings for parents, students, and the university through the use of inexpensive or free VoIP calling. VoIP alone has enabled Bryant to reduce personnel costs by $126,000 a year. Combined with other capabilities and benefits of this comprehensive solution, that savings is expected to increase to $265,000 annually.

Work together. Smarter.

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