

OXFORD CASE STUDY



Presidio Delivers New IP Communications Infrastructure

PROJECT FACTS

- Cisco IP Telephony solution including IP phones and soft phones, and Unified Messaging
- Added Wireless data network for guest access
- Protected branch office communication from WAN failures using Cisco Unified Survivable Remote Site Telephony
- Developed customized attendant console for administrative assistants

Boston-based Oxford Bioscience Partners is a 42-person venture capital firm that manages an \$800 million investment portfolio. Oxford professionals work from offices in Boston, Massachusetts and Westport, Connecticut, each of which with its own separate telephone system. Oxford wanted to converge the two systems with their computer network.

“We wanted to have unified messaging, four digit dialing, and easier remote office integration so our partners could collaborate more effectively,” said John Skarr, Oxford’s Senior Director of Information Technology. “We wanted a thoroughly modern telephone system that would be flexible enough to adapt to our changing business needs. We discussed our plans with colleagues at other venture capital firms who were already using IP communications. They liked the new capabilities it gave them. One firm recommended we talk to Presidio Networked Solutions (Presidio) because they handled their implementation and it went very smoothly.”

THE IMPLEMENTATION

The Presidio project engineer visited Oxford on several occasions to discuss their business needs, helped design an IP communications infrastructure to support them and developed an implementation plan. Oxford needed to upgrade its network in order to deploy the new VOIP communications system. The company replaced its NEC and Toshiba PBXs with new switches, routers, CallManager and Unity voice servers from Cisco Systems. As the switches and routers were replaced, Presidio engineers configured the CallManager system to meet Oxford’s specifications. Once the initial configuration and testing was complete, Presidio’s engineers brought the system onsite, demonstrated it for the users, got their feedback, and made final adjustments to meet Oxford’s requirements.

As part of the upgrade, a Cisco SRST (Survivable Remote Site Telephony) system was implemented in both the Boston and Westport sites. Cisco SRST enables routers to provide backup call-handling support for Oxford’s IP phones if they lose connection to the Boston-based CallManager installation or when the WAN connection is down.

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BENEFITS

A year ago, Oxford Bioscience Partners had separate e-mail and telephone systems at its two sites. Today, the firm has an integrated system that allows the firm's investment partners and support personnel to collaborate as if they were all in the same office. Unified Messaging, which captures voice mail as e-mail, is perhaps the most valued feature of the new system because it makes the sharing of voice mail as easy as forwarding an e-mail to one or several collaborators. And since many partners work from home and on the road, the ability to send and receive voice mail as e-mail greatly adds to their productivity.

Skarr, who manages the system on a day-to-day basis, also cites the move, adds and changes (MACs) feature as one of his favorites. In the past, when an employee left the firm or moved to another office, Oxford would have to call the phone company and schedule a technician to come and physically move, add or change the service. Today, Skarr simply sits down at his console and within minutes reconfigures the system to accommodate the change. "We can set things up very quickly and don't need to wait for anybody to come and do it. Even in a small firm it leads to significant savings in terms of time, cost and frustration."

"All the Presidio Networked Solutions engineers were absolutely outstanding," said Skarr. Each Presidio IP communications engineer was Cisco Gold Certified, the highest level of certification achievable. Once the implementation was completed, Oxford elected to retain Presidio to provide ongoing Enhanced Services, which includes a First Response Technical Support Program to ensure that if any issues arise, one call to the Presidio support staff will begin the problem resolution.

PROJECT MANAGEMENT

The Total Success Methodology is based on the Project Management Institute's Project Management Body of Knowledge, the world's most comprehensive quality project management practice. Presidio manages every IT project through five key stages: plan, design, integrate, operate and optimize. Every project, no matter how large or small, is carefully guided through these five stages and is overseen by a dedicated, professional project manager.

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Presidio Networked Solutions, the IT infrastructure industry's leading Value Added Solutions Provider (VASP), addresses the complete technology lifecycle - plan, design, integrate, operate, and optimize - for the enterprise, commercial and government markets. Presidio's comprehensive portfolio comprises Unified Communications, wireless, security, storage, and network infrastructure solutions. Presidio also offers customers an extensive range of financing solutions, including leasing.

The company represents leading technology innovators:

- Cisco Master Unified Communications Certification
- Cisco Master Security Certification
- Cisco Gold Certified Partner
- EMC2 Platinum Partner
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