



## **AVAYA UNIFIED COMMUNICATIONS AND EXTREME NETWORK INFRASTRUCTURE HELP IOWA VALLEY COMMUNITY COLLEGE DISTRICT INCREASE CUSTOMER SERVICE, PRODUCTIVITY**

**BASKING RIDGE, N.J.; September 9, 2008** – Iowa Valley Community College District, which operates two community colleges and a satellite campus, is using unified communications from Avaya and a high-performance network infrastructure from [Extreme Networks](#), Inc. (Nasdaq: [EXTR](#)) to link faculty, staff and students across 15 buildings located within a 90-mile radius.

“Iowa Valley wanted to consolidate seven disparate phone systems and five different voice mail systems to take advantage of the cost-saving and productivity benefits of voice over IP,” said Jim Wilson, director of technology, Iowa Valley Community College District. “The District also wanted to give its staff and faculty four-digit dialing across locations, an online telephone directory, and mobility features so they could be reached wherever they’re working.” Iowa Valley also needed a better process to ensure performance and reliability for its busy, 24/7 web site that students use to register for classes and apply for financial aid.

“The District achieved the capacity, redundancy, and security it needed, including the ability to troubleshoot and monitor its own network and handle similar tasks for all switches simultaneously, which saves time and money,” Wilson said.

Iowa Valley chose a communications system and software from Avaya, and a high performance network foundation from Extreme Networks. Avaya provided a comprehensive IP communications solution, including an Avaya S8720 Media Server at the main site, with its IP telephony platform, Avaya Communication Manager; Avaya S8300 Media Gateways at the remote campus locations; Avaya Modular Messaging; and more than 400 Avaya IP phones. Extreme Networks provided a complete, campus-wide network fashioned for high availability, gigabit performance, and high reliability, based on its portfolio of switches.

The District deployed Extreme Networks BlackDiamond® switches for its core, more than 60 Summit® X450 stackable switches with Power over Ethernet (PoE) at the network edge, and two Sentriant® AG endpoint security devices for network access control. With the new network in place, Iowa Valley has become better capable of achieving uniform, simplified connectivity. All employees use a centralized phone and voice mail system and four-digit dialing to reach colleagues at any location. With the Avaya Extension to Cellular feature of Communication Manager, calls that are bound for an employee’s business number ring simultaneously on both their office and mobile phone, so employees can be reached wherever they are working and still use advanced features such as “transfer” and “conference.”

“Employees now can give out a single phone number,” Wilson said. “They also have one unified voice mail box, so they only need to check one place for all their messages.”

To help ensure customer service in its contact center, which manages calls from students who need details on the curriculum as well as inquiries from local businesses who may want to use the district’s conference center facilities, the district uses Avaya’s “hunt group” capabilities. If one line is busy, the system automatically searches for the next available representative, so incoming calls are handled promptly.

The District’s network was configured by Technology Solutions Group, a certified member of the Avaya BusinessPartner program.

### **About Avaya**

Avaya delivers Intelligent Communications solutions that help companies transform their businesses to achieve marketplace advantage. More than 1 million businesses worldwide, including more than 90 percent of the FORTUNE 500®, use Avaya solutions for IP Telephony, Unified Communications, Contact Centers and Communications-Enabled Business Processes. Avaya Global Services provides comprehensive service and support for companies, small to large. For more information, visit the Avaya Web site: <http://www.avaya.com>

### **About Extreme Networks, Inc.**

Extreme Networks designs, builds, and installs Ethernet infrastructure solutions that help solve the toughest business communications challenges. The company’s commitment to open networking sets us apart from the alternatives by delivering meaningful insight and unprecedented control to applications and services. Extreme Networks believes that openness is the best foundation for growth, freedom, flexibility and choice. The company focuses on enterprises and service providers who demand high performance, converged networks that support voice, video and data over a wired and wireless infrastructure.

For more information, visit: <http://www.extremenetworks.com>