

Executive Summary

Customer Name

- Swinburne University of Technology, Australia

Industry

- Higher Education

Business Challenge

- Following a major IP network upgrade in 2000, Swinburne have experienced a significant year-on-year increase in student enrollments.
- To meet this demand, the University were considering a further network upgrade working with their existing lease provider, Cisco Capital.
- The upgrade needed to improve network functionalities and replace the existing PABX communications infrastructure.
- To remain the market leader in higher education, Swinburne also wanted to deliver cutting-edge e-learning facilities for its students.

The Solution

- A major upgrade of the University's core IP infrastructure.
- An overhaul of the entire communications solution across the University's six campuses to migrate to IP telephony.
- Extension and addition of the Cisco Capital lease to cover the new IP investments while maintaining the same level of operating expense.

Business Value

- Cisco Capital enabled the University to upgrade to a state-of-the-art network and enjoy the benefits of new technology from day one.
- By opting to lease the new solution, the University were able to convert capex into opex and benefit immediately from a future-proof network infrastructure under a predictable expenditure stream.
- Cisco's solutions and Cisco Capital's flexible financial arrangements resulted in a \$900,000 cost saving on the new IP infrastructure.

Maintaining excellence by capitalising on existing network solutions.

A Cisco Capital lease allows Swinburne University of Technology to lead the way with a major upgrade of its network and communications infrastructure.

“Swinburne was a pioneer in trialing IP telephony four years ago and we understand the benefits that it can deliver. The new infrastructure will enable us to carry out our business more efficiently, address our organisational needs and achieve our goals over the coming years”

Richard Constantine, CIO, Swinburne University of Technology.

The Business Challenge

Room for improvement

Swinburne University of Technology has a reputation for innovation and vision. In 2000, the University embarked on a major upgrade of its network infrastructure using Cisco Systems Capital (Cisco Capital) to finance a far reaching project that led to increased network availability, offered enhanced education facilities, significantly reduced operating costs and, above all, a considerable return on investment.

Implementing a state-of-the-art network infrastructure enabled the University to maintain a competitive differentiation in the Victorian Higher Education sector. As a market-leader in technical excellence, Swinburne required similar standards with its IT capabilities. The upgrade allowed for better efficiencies in delivering e-learning and collaborative tools to Swinburne students and improved communications between the University's many campuses.

Combining a flexible networking platform with an equally flexible finance plan meant the University were able to manage cash flows more efficiently and, most importantly, drive a proactive IT strategy with refresh capability to accommodate future upgrade requirements.

Due to significant year-on-year growth, the University were facing increased bandwidth requirements and needed to increase network capacity through an upgrade of its core infrastructure. It was also an opportunity for Swinburne to rollout IP telephony across the University's six campuses to replace their existing outdated PABX infrastructure.

With the end-of-term approaching on the current lease, the University were now able to consider the options of buying their existing equipment or undergoing a full or partial refresh of their networking platform. Cisco Capital provided the University the flexibility to evaluate these options.

Customer Success Story

Evaluating a new solution required a full assessment of current platforms and future requirements, which could take up to 6 months. During this process, Cisco Capital matched payments under the lease with their network evaluation, design, and implementation strategy. By incorporating benefits such as partial payments and deferrals, Swinburne was able to explore the best solution outcome with the support and financial flexibility of Cisco Capital .

The Solution

State-of-the-art communication with flexible financing arrangements

The Cisco IP Solution will combine voice, data and video based on a Catalyst 6500 network backbone to deliver improved resilience, lower operating costs and increased productivity to users and IT staff.

The upgrade will include 18,000 10/100/1000 PoE ports, an additional 2,500 Cisco 7960 IP phones (for a total of 3,500), Unity Unified Messaging for all users and a network backbone speed of 10Gps. This represents a 10-fold increase in speed to provide support for multi-media rich applications across the University and migrate the existing PABX infrastructure to IP telephony.

Applications will be available for students to access resources, such as lab times and research books, and check course schedules from the IP phones. Both staff and students will experience reduced PC, laptop, and server downtime and the benefit of improved inter-site communications with video-enabled telephony. The University will also benefit from reduced organisational risk with updated security controls for network access.

During the actual refresh period, Cisco Capital also provided an attractive payment plan between the end of the initial lease and the commencement of the lease for the new solution. Throughout the commissioning of the new platform, Swinburne were given an extended period to return the original leased equipment whilst they bedded down the new network. Finally, Cisco Capital also ensured that the University were not charged for their existing leases once the new financing commenced, ensuring a smooth transition for the University and working around their requirements.

Cisco Capital was able to work closely with Swinburne during this period to accommodate budget constraints. The nature of the organisation required budget approvals from the finance committee and the University council. Cisco Capital worked backwards to derive a solution, including equipment, service and maintenance, which would fit their pre-set budget, extending the lease terms from 3 to 5 years. Under the longer lease term, Swinburne University maintained the flexibility to upgrade as and when it's required.



“The new IP infrastructure will result in over \$900,000 in cost savings, so it is far more cost effective to implement IP telephony. Working with Cisco Capital allows us to realise an ROI from day one and enables the University to adapt to future requirements through flexible financing arrangements”

Richard Constantine, CIO, Swinburne University of Technology.



Business Value

Embracing the best

Cisco Capital provided Swinburne with a financial solution that was both competitive and flexible. Financial arrangements included equipment costs, implementation and ongoing services, which meant Swinburne could maintain a clear top line view of its IT expenditure. The university was also able to utilise Cisco System’s extensive partner network and engage with its reseller of choice.

Cisco Capital worked closely with the University to overcome budget restraints and develop a flexible financial solution that met their technology requirements but remained affordable.

As well as big cost savings, the University identified that working with Cisco Capital offered them financial versatility and the ability to refresh and upgrade to a state-of-the-art network platform that met their new education and IT requirements.

Cisco Capital is a wholly owned subsidiary of Cisco Systems, which means financing options are designed to help Cisco customers stay competitive with flexible transition options to the latest technology.



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