



## ABOUT REGENT'S COLLEGE

The college comprises four institutions of higher education, the British American College London, the European Business School, the School of Psychotherapy and the Webster Graduate School for American MA and MBA's.

Home to 1,500 full time students representing over 106 nationalities and 600 staff.

## CUSTOMER NEEDS

- Install a new reliable, scalable and cost effective communications system
- Leverage existing data network infrastructure
- Integrate seamlessly with existing PBX telephone system
- Ability to support remote workers and add on applications in the future

*“The Mitel 3300 IP Communications Platform (ICP) provides us with a high level of reliability and integrates seamlessly with our existing data network.”*

– David Elliott, Head of IT, Regent's College

## Regent's College adopts Flexible Working with the Mitel Networked Business Solution

Regent's College is a private federal institute situated in the beautiful Regent's Park in central London, only 15 minutes walk from the financial centre, the West End and many other attractions in the city.

The college comprises four institutions of higher education, the British American College London, the European Business School, the School of Psychotherapy and the Webster Graduate School for American MA and MBA's.

Home to 1,500 full time students representing over 106 nationalities and 600 staff, each college operates as a separate entity, however, being located on the same campus, the institutions share facilities and services such as HR, finance and administration.

### Planning for expansion

The college recently unveiled an ambitious five year growth plan, one of the key elements of which was to double its student intake.

With the extra demand this would place on the college's telecommunications system, Regent's College's Head of IT, David Elliott, began reviewing the existing IT infrastructure and options to support this expansion.

The team felt its existing Siemens PBX telephone system had come to the end of its life and could not accommodate the increase in volume resulting from the extra students, or add the necessary applications to take the college into the future.



it's about **YOU**

### SOLUTION COMPONENTS

- Mitel 3300 IP Communications Platform (ICP)
- Mitel Teleworker Solution

### RESULTS

- College leveraged existing data infrastructure by seamlessly integrating voice on the network
- Migrated an IP communications solution to existing data network and PBX telephone system, therefore protecting initial investment
- Installed a next-generation communication solution that provides a foundation to add on applications to support ongoing growth of college and five year business plan

David Elliott said "We wanted a robust telephone system that gave us the flexibility to add on applications as we continue to expand, such as teleworking and eventually unified messaging. We knew that IP was the answer."

Having just installed the 3Com data network, the college was keen to maximise its investment and use the same network for voice.

In order to find a suitable IP solution, the college decided to conduct a thorough review of the market and a Mitel Networked Business Solution was selected.

Elliott said, "The Mitel 3300 IP Communications Platform (ICP) provides us with a high level of reliability and integrates seamlessly with our existing data network."

### A Seamless transition to IP

The Mitel Networked Business Solution comprises: the 3300 ICP, the Mitel Teleworker solution and Mitel IP handsets.

"The Mitel IP solution was simple to work with and easy to deploy. We started the migration to IP over a weekend and the system was up and running on the Monday morning," commented Elliott.

"With the Mitel Networked Business Solution we've protected our existing investment by not ripping out the Siemens PBX and being able to migrate users over to IP at our own pace and of course leverage the data network at the same time. It's already proving a very flexible and cost-effective communications solution," he added.

In the past, the College's network frequently went down with moves, adds and changes, painful for the IT team due to the sheer volume of extra work they incurred. The Mitel network is considerably more robust and reliable, allowing staff to simply move their handset to a different desk, enter a pin number and continue making calls; this has reduced the IT teams workload dramatically.

### **Flexibility and Efficiency**

The new IP communications system has created a more flexible, effective and efficient working environment for Regent's College, with employees no longer tied to their desks. Staff can be in a different department and log into a phone anywhere on the campus and have access to their personal voice mail, individual phone settings and directories.

In turn, this enables employees to offer a more responsive and comprehensive level of service to students calling in to the college.

Regent's College is also advocating flexible working with a number of staff now able to work at home using the Teleworker solution, which enables them to access the same features and functionality they use in the office.

The option of teleworking gives employees the flexibility to achieve a work-life balance and enables the college to retain valuable members of staff who are keen to work from home, which is increasingly becoming an expectation from today's workforce.

### **Looking to the future**

As it continues to grow and strives to fulfil the goal of its five-year business plan, the Mitel Networked Business Solution provides Regent's College with the option to add applications that will extend the commercial benefits and add value to users.

For 2006, the college is considering unified messaging as an option to help streamline messaging for both staff and students – from supporting a single mailbox to speech enabled access to voicemail, email and fax. The system could be used to disseminate a raft of information, including registrations, automated course reminders and results.

## MITEL it's about **YOU**

Companies don't make decisions, people do. That is why Mitel is leading the way toward a new and more personalized approach to communications for enterprise and small business. Our innovative solutions, applications and desktop appliances enable you to access, process and control your communications and information naturally, simply and efficiently.

Our solutions allow you to collaborate over distance and time and to interact with your customers, colleagues and partners as never before. By combining the power of voice, data and video over converged high speed networks, Mitel provides you with flexible and personalized tools that let you leverage the latest advances for personal and organizational advantage.

---

**Americas Headquarters  
Corporate Headquarters**

Tel: +1 613-592-2122  
Fax: +1 613-592-4784

**Europe, Middle East and  
Africa Headquarters**

Tel: +44 (0) 1291 430000  
Fax: +44 (0) 1291 430400

**Asia Pacific  
Headquarters**

Tel: +852 2508 9780  
Fax: +852 2508 9232

[www.mitel.com](http://www.mitel.com)

For more information on our worldwide office locations, visit our website at [www.mitel.com/offices](http://www.mitel.com/offices)

THIS DOCUMENT IS PROVIDED TO YOU FOR INFORMATIONAL PURPOSES ONLY. The information furnished in this document, believed by Mitel to be accurate as of the date of its publication, is subject to change without notice. Mitel assumes no responsibility for any errors or omissions in this document and shall have no obligation to you as a result of having made this document available to you or based upon the information it contains.

M MITEL (design) is a registered trademark of Mitel Networks Corporation. All other products and services are the registered trademarks of their respective holders.

© Copyright 2007, Mitel Networks Corporation. All Rights Reserved.

GD 12921 PN 51009974RB-EN

