

NEWS

Support to Win engineers a successful S4B to Teams telephony migration for the University of Bradford

Tough timescales demand dynamic approach to user migration and deployment of 250+ IP handsets

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Support to Win announced today it has helped the University of Bradford (UoB) successfully complete a major telephony migration project from its old Skype for Business (S4B) implementation to MS Teams. The project, which impacts around 2,000 users, was required in response to S4B's fast approaching end-of-life and the decision to decommission legacy PBX and contact centre infrastructure. Support to Win's remit included the offsite pre-configuration and onsite installation of more than 250 Yealink IP handsets – and associated order management and logistics – all of which was needed within imminent and immovable timescales.

“The Support to Win team have been a phenomenal help, showing the utmost flexibility, creativity and dedication in getting this project over the line,” said Chloe Peel, IT Project Manager at UoB. “Because of the vagaries of the academic year and the need to have this finished well before university clearing (in the summer), we simply could not change our timings which meant the pressure was on from the outset. In particular, I was deeply impressed with how quickly the staging and configuration of so many handsets was completed. Then the STW engineers came on site a day early, to mitigate against any delays, and suggested some critical adjustments to our rollout plan to ensure it worked as smoothly in reality as it appeared on paper.”

As well as the time restrictions, other engineering challenges entailed in the UoB deployment included the need to go-live with over 250 new handsets across 7 different buildings and a total of 19 floors. “Good organisation and being able to prioritise effectively were the keys to success” added Chloe. “We couldn't have done it without the great work from Support to Win.”

Tamsin Deutrom-Yue, Managing Director at Support to Win, said: “This project really shows off our engineering skills, first in pre-configuration, followed by ‘smart hands’ onsite to manage the installation process. Planning went well, but there's always a curveball or two to deal with during go-live and we were on hand to use our experience to overcome them. UoB is one of a number of universities we've helped this year in the run-up to clearing; ensuring that the right UCaaS/CCaaS solutions are in place in time for this high-pressure period.”