

# Technical University of Denmark (DTU)



## Customer

DTU, Denmark

## Industry

Education

## Challenges

- Enhance guest experience, increase efficiency and drive profits
- Replace existing technology by an integrated system based on state-of-the-art technology

## Solution

- SIP communications server
- Polycom SIP telephones
- Management@Net
- 3.300 Miralix InShare clients (mobile clients)
- Miralix TimeOut clients (Presence)
- Miralix IVR (Interactive Voice Response)

## Results

- More flexibility and mobility
- Better service to staff, students and others
- State of the art technology
- Efficient system management

[www.dtu.dk](http://www.dtu.dk)

"We value being notified about new techniques and development of the market – this enable us to modify and adapt our solution in line with the development. The right solution was offered at the right time and we have not had any regrets about the solution" - Telephony Manager of DTU, John H. Lauenstein.

## Challenges

The Technical University of Denmark (DTU) is the leading educational center for engineers and technical science in Denmark.

In 2007 DTU had to integrate a number of different departments and institutions. The challenge was to implement and integrate them all under one single organization.

DTU wanted a new telephone system that could be a part of a modern solution as well as give more flexibility to their employees via telephone. One of the requirements was to be able to offer the employees of DTU the choice between a fixed line at the office and a mobile telephone.

At the same time DTU wanted a platform that could be a part of a future proof solution with the freedom to buy externally manufactured components.

## Solution

The implemented solution comprises besides the NEC SIP communications server components from Polycom and Miralix that are fully integrated with the installed SIP server.

The communication solution is continually being extended with external components and justifies the claim of a truly open platform from NEC. This enables DTU to optimize the solution as they wish along the way.

DTU has more than 4,500 employees. They are divided into many different departments and offices all over the country. However, they are not always to be found at their desks, as many of the tasks require them to be at lectures, abroad etc. Mobility is therefore one of the keywords for DTU.

This gives staff the opportunity to work at the office, at home, at lecture halls etc. without compromising on flexibility and mobility.

With 3.300 mobile users the challenge for DTU has been to let them be a part of the telephone environment at DTU. Miralix InShare provides features that does so, with the DTU contact directory automatically available to mobile clients enabling users to search for colleagues, see their phone status before calling them or transferring calls. With an NEC SMA license added allows the user to activate presence directly from his InShare Client. Users can select when they are at work and available for calls and when they are off duty and only want private calls.

The InShare client furthermore reduces mobile calling costs while travelling abroad as calls are established through the PBX at DTU.

The Miralix OfficeOperator displays calendar appointments, contact info & mobile- and deskphone status. Phone messages can quickly be sent automatically added with email address, customer name & phone number, date/time & additional text.

Miralix IVR routes incoming calls at DTU and is extremely flexible and easy to use, enabling staff members to manage opening hours and special menu's to be activated at public holidays, vacation, special planned events etc.

DTU wants to be ahead of the development and appreciates state of the art solutions. DTU is pleased with the technology and the functionality of the communication solution that has been installed and serviced by NW Gruppen.

## Results

It is of great importance to DTU that the implemented telephony system provides highest level of professional functionality and the service provider has knowledge of latest technological developments.

"We value being notified about new techniques and development of the market – this enable us to modify and adapt out solution in line with the development", says Telephony Manager of DTU, John H. Lauersen.

John H. Lauersen has been in charge of the telephony at DTU for almost 15 years. He describes the solution as being perfect for DTU. "The right solution was offered at the right time and we have not had any regrets about the solution". He highlights the good service and that everything works. He also appreciates the fact that it is possible to apply externally produced components to the system and that it is very user friendly.

In order for DTU to maintain the status as being one of the leading educational centers in Denmark it is vital to have a fluid communication system – both internally as well as externally.

"We value communication that works and always strive to improve and optimize our communication system in order to meet with requirements for the future", says John H. Lauersen from DTU.

## About

DTU (The Technical University of Denmark) is the leading educational center for engineers and technical science in Denmark and benchmarks with the best universities in the world.

DTU values research which contributes to the development of the society. The internationalization of DTU is reflected in more than one fifth of DTU's scientific staff being recruited from outside Denmark and with an increasing number of international students.

The special Scandinavian way pervades life at DTU. Students and teachers work more informally than at most other Universities. Education is largely based on the students' active participation and taking independent responsibility. Students learn to work individually and in groups. They also learn to ask questions, be innovative and to find and explore interrelationships. Thus, they are trained to create new value.

Based on intensive efforts in research, innovation and the transfer of knowledge, DTU has contributed to Denmark achieving a leading position within such diverse fields as design, wind energy, biotechnology, electronics and telecommunication.

DTU has always been dedicated to its role as a leading force within the technical and natural sciences. DTU provides education, research and innovation at a high international level and builds sustainable bridges between academia and industry. In 2005, DTU manifested this by such accomplishments as concluding 350 partnership agreements with companies.

For further information please contact your local NEC representative or:

**EMEA (Europe, Middle East, Africa)**  
NEC Unified Solutions  
[www.nec-unified.com](http://www.nec-unified.com)

**North America (USA)**  
NEC Corporation of America  
[www.necam.com](http://www.necam.com)

**Corporate Headquarters (Japan)**  
NEC Corporation  
[www.nec.com](http://www.nec.com)