



Communications solutions that move your business forward.

Don't Just Take Our Word for It.

Customer Conversation with Lipscomb University

ABOUT LIPSCOMB

Lipscomb University is a leading private institution in Nashville, TN offering both graduate and doctorate level programs as well as secondary education, K-12. Lipscomb ranks in the Top 1% Nationally for Secondary teacher prep programs, ranked 6th Nationally for Christian-based Engineering programs, and has the top-ranked undergraduate business program in the State of Tennessee.

The University has a fast-growing campus environment with 38+ buildings spread across the main campus and other locations for the elementary school, and Lipscomb's Spark Centers in Downtown Nashville and Franklin which offer among other things, evening classes.

THE CHALLENGE

To keep up with growth and future-proof the institution's voice communications services, Lipscomb began a search to replace their aging Cisco communications platform. Lipscomb methodically researched all the leading manufactures and cloud-based solutions and reduced the field to three finalists and ultimately selected SETEL and NEC for the campus-wide communications platform.

HIGHLIGHTS

The University opted for the Univerge SV9500 to support the nearly 1,500 users across its environment. The system is virtualized onto two high availability, fault tolerant servers in a geo-redundant configuration. The University also deployed campus-wide paging, and emergency on-site notifications systems integrated with outside channels for inclement weather and other types of mass notification applications. Plus, the system was integrated with the LDAP and various management portals to create a seamless environment.

The system is fully VoIP but also supports campus requirements for analog and digital communications.

WHY SETEL

The SETEL team clearly understood our needs and developed a comprehensive solution for the University. From the system architects, project management, trainers and field engineers—the team brought together a professional plan for this massive migration, which came off without a hitch.

One of the most significant benefits of the solution was SETEL delivering a viable seven-year plan for the platform with a unique migration plan following to extend the useful life of the system for 10 or more years. Although the solution did cost more than some of the other finalists, Lipscomb decided the complete lifecycle of the system coupled with the high-quality local support from SETEL create unmatched value.

We've been very pleased with the SETEL team as they continually go beyond our expectations for service and support.



FAST FACTS

- 1891 Founded
- 4,000 Enrollment
- 38 Campus Buildings
- 1,500 Users
- System: NEC SV9500



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