



BITHGROUP Technologies provides University of Maryland at College Park (UMCP) with Avaya IP Telecommunications Equipment

EXECUTIVE SUMMARY

Challenge

Over the next five years, the University of Maryland is upgrading all of their telecommunications equipment. Their College Park, Maryland campus has over 50 buildings and 37,000 students. Since this is such a large project, UMCP needed to find a company that could provide them with telecommunications equipment in an on-going, dynamic way. Phone orders ranging from five phones to 500 phones are not uncommon. It is critical that the phones be provided when they are needed in the quantity needed.

Benefit

"We were able to free up valuable resources and actually spend less on ordering equipment overall."



ABOUT AVAYA IP TELECOMMUNICATIONS EQUIPMENT
Avaya IP Telecommunications Equipment is considered best in class of IP Telecommunications Solutions.

ABOUT BITHGROUP TECHNOLOGIES
BITHGROUP TECHNOLOGIES, an award-winning company offering clients intelligent strategies, advanced information systems, innovative technologies, and full implementation services for managing complex information technology environments. BITHGROUP TECHNOLOGIES provides value to its clients by meeting complex information technology challenges with innovation, bold vision, and great attention to detail.

For more information, visit bithgroup.com.

BITHGROUP Technologies, Inc. is helping University of Maryland at College Park (UMCP) source Avaya IP Telecommunications equipment for all of their fifty buildings on campus. The project is critical to getting the buildings' telecommunications systems upgraded and is planned to extend over five years, ending in 2014.

Challenge

UMCP must source and deliver over 1000 IP phones and other IP telecommunications equipment each year. The buildings vary in size and the amount of equipment required. UMCP is also challenged with IP telecommunication equipment storage capacity. With over 37,000 students on campus, having the ability to source the equipment dynamically is critically important because the project phases shift and change on a regular basis. Since this is such a large project, UMCP needed to find a company with a flexible, dynamic process that could provide them with the telecommunications equipment they need. Phone orders ranging from five phones to 500 phones are not uncommon. It is critical that the phones be provided when they are needed in the quantity needed.

Solution

BITHGROUP Technologies implemented an Avaya IP Telecommunication ordering process that features direct contact and interaction with distributors all around the country along with a close relationship with the Avaya Corporate Sales team. BITHGROUP Technologies works directly with the UMCP Telecommunications Equipment Manager on each specific phone order based on equipment type, quantity and location. The data is used to establish the base distributor and to source the equipment based upon availability and expected arrival date. BITHGROUP captures all the shipping documentation and forwards it to UMCP to make it easier for them to track each order by the building location and order details.

Results

BITHGROUP Technologies provides a quick and easy way to source IP Telecommunications Equipment. It allows UMCP to offload work from their staff and save resources. UMCP now has access to certified Avaya Business Partners to provide them with Avaya IP telecommunications equipment. UMCP's cost savings more than cover the cost of services within the first year of operation.