

## The Institute of Social Studies in the Netherlands Installs a Mitel IP Solution

### CUSTOMER NEEDS

- A cost-effective communications solution with the ability to add on future applications
- A hybrid solution which connects to an analog and IP network
- A recording functionality required and a restriction on students being able to make international calls

### SOLUTION COMPONENTS

- Mitel 3300 Integrated Communications Platform (ICP)
- Mitel 5220 IP Phones
- Mitel Voice First Application

### RESULTS

- Cost savings achieved by installing a combined analog and IP network with 225 IP phones and 100 analog phones
- Increase in time efficiency experienced by employees using the digital phone directory
- Video conferencing has reduced wasted time and cost. Lectures can now be conducted overseas using the video conferencing facility
- Future plans to adopt teleworking and other applications to improve the communications solution



The Institute of Social Studies (ISS) is an international higher education college based in The Hague, Netherlands, which specializes in processes of sociological and economic change in developing countries. The Institute trains approximately 350 students every year from over 60 countries worldwide.

Harold Gabriel van der Linden, Facility Coordinator at ISS knew it was time to replace the phone system due to an increasing number of problems the Institute was experiencing. He wanted to look into the possibilities of a new system based on IP technology so that the Institute was prepared for the future. The fundamental requirements for the new communications solution were that it had to be cost-effective and simple to use.

ISS consulted a number of different solution providers to help them identify a suitable system and made a list of requirements; the most important being that the VoIP system had to offer at least the same functionality as the present one. A seamless connection was needed between an analog infrastructure and an IP environment, as the phone lines from the student residence would still be analog. In addition, the new system had to prevent students from making long international calls via ISS and finally, for security purposes, a recording feature was also required.

# Customer Experience

## → The Institute of Social Studies

### ABOUT ISS

- International college of higher education that specializes in processes of sociological and economic change in developing countries
- Educates and trains some 350 students from over 60 countries throughout the world every year
- The academic staff numbers 65, half of them are from the Netherlands
- The ISS runs international projects in various developing countries including Costa Rica, India, Mozambique and Ghana

*“The price-quality ratio of the Mitel products is excellent, but the key reason for selecting the Mitel solutions is that the Mitel hardware could easily be linked to the analog telephony infrastructure that we wanted to implement in the student residence. This is what really singled Mitel out.”*

– Harold Gabriel van der Linden,  
Facility Coordinator, ISS

“The price-quality ratio of the Mitel® products is excellent, but the key reason for selecting the Mitel solutions is that the Mitel hardware could easily be linked to the analogue telephony infrastructure that we wanted to implement in the student residence. This is what really singled Mitel out,” said Harold Gabriel van der Linden.

The IP solution is now installed at ISS and has a total of 225 IP phones and 100 analog phones. The hybrid solution was achieved by connecting the Mitel 3300 Integrated Communications Platform (ICP) to a peripheral cabinet. The employees of ISS are delighted with the new solution in particular the digital phone directory which saves them time. In the past they would use hard copy lists that were constantly out of date. Thanks to the “Florin” cost-registration package all calls made by employees and students are registered and costs are automatically logged and charged.

ISS have also installed webcams at strategic places to enable video conferencing for employees who are based overseas to give lectures.

Said Harold Gabriel van der Linden, “We still don’t know exactly how much we have saved with VoIP, but we have certainly seen a fall in international travel costs. For instance, I am now setting up a videoconference with Panama for one of our professors. This way, he can teach the students at a distance. In the past he would have had to fly to Panama and we would have had to pay his travel and accommodation costs. So, obviously, we have big plans to extend the videoconferencing functionality in the coming years. This is where the Institute will financially benefit the most. We want built-in functionality, which will enable students to follow lectures in different rooms across the world. We also want to further develop our teleworking facilities. Several ISS employees have expressed an interest in teleworking with Mitel solutions in the future.”

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



**North America**  
Tel: (613) 592 2122  
Fax: 1 800 648 3579

**Benelux**  
Tel: +31 (0)30 85 00 030  
Fax: +31 (0)30 85 00 031

**Middle East**  
Tel: +971 4 3916721  
Fax: +971 4 3915288

**Latin America**  
Tel: (613) 592 2122  
Fax: 1 800 648 3579

**Italy**  
Tel: +39 02 2130231  
Fax: +39 02 21302333

**South Africa**  
Tel: +27 82 559 8688  
Fax: +27 11 784 6916

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

**Germany, Switzerland, Austria**  
Tel: +49 (0)211 5206480  
Fax: +49 (0)211 52064899

**Asia-Pacific**  
Tel: +852 2508 9780  
Fax: +852 2508 9232

**France**  
Tel: +33 (0)1 61 37 00 90  
Fax: +33 (0)1 61 37 00 99

**Portugal and Spain**  
Tel: +34 91 350 66 33  
Fax: +34 91 350 70 14

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 2005, Mitel Networks Corporation. All Rights Reserved.

GD 9391 PN 51009313RA-EN