

Customer Case Study

California State University



Industry: Higher Education **Environment:** Large public university (19,000+ students) **Solution:** NUWAVE iPILOT Platform

Overview

California State University, San Bernardino (CSUSB) is a large public university within the California State system, supporting over 19,000 students and a wide range of academic and administrative departments.

As part of a broader modernization effort, CSUSB needed to evolve its telecommunications environment while also addressing the operational and financial complexity tied to managing telecom services across multiple departments.

With NUWAVE, CSUSB not only modernized its telecom infrastructure but also **redefined how telecom costs are managed**, allocated, and governed across the institution.



The Challenge

As Deputy CIO, Bruce Hagan oversees all technology operations across the university, including telecom, networking, data center operations, and end-user support.

One of the most complex challenges tied to telecom was not just the technology itself, but **how costs were managed and distributed across the university**.

Key challenges included:

- SIP migration process to transition from Cisco Call Manager to a Microsoft Teams environment
- Managing telecom services across multiple departments and administrative units
- Lack of a clear, scalable chargeback model for telecom costs
- Unifying internal and external communications to fit changing needs and budget constraints
- Financial teams requiring detailed visibility into telecom spend





Rather than managing fragmented billing across departments, CSUSB established a **centralized model with clear allocation rules**, improving consistency and governance.

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The Solution

CSUSB partnered with NUWAVE to modernize its telecom environment using the iPILOT platform, while simultaneously implementing a new cost allocation model across the university.

Key elements of the solution included:

 <p>Centralized telecom billing through NUWAVE</p>	 <p>Development of a percentage-based chargeback model across departments</p>	 <p>Provisioned 10,000 DIDs for new users, in addition to their preexisting 2,900 users</p>	 <p>Supported analog footprint through inclusion of on campus security devices</p>
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The Impact

Rather than managing fragmented billing across departments, CSUSB established a **centralized model with clear allocation rules**, improving consistency and governance.

The transition delivered both operational and organizational benefits:

- Simplified telecom cost management by establishing a scalable and repeatable chargeback model
- Ushered in a shift wherein improved reliability in communication lead to full utilization of phone system
- Increased operational efficiency through expanded user adoption
- Enabled leadership alignment around cost distribution
- Positioned telecom as a more structured, manageable service

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Customer Perspective

“The shift into NUWAVE wasn’t just a technology change, it required us to rethink how we allocate and manage telecom costs across the university. Building that chargeback model and getting leadership buy-in was a major effort, but it’s created a much more structured and scalable approach moving forward.”

— Bruce Hagan, Deputy CIO, Cal State San Bernardino

Key Takeaway

For higher education institutions, modernizing telecom is not just about technology, it is about governance, cost transparency, and operational scalability. It is integral to continue adapting to communication needs, such as internal operations and external outreach, to remain relevant in a competitive environment for student recruitment.

NUWAVE enabled CSUSB to not only upgrade its communications environment, but also implement a sustainable model for managing telecom across a complex, multi-department organization.

