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WOMEN'S BUSINESS ENTERPRISE

Case Study
VoIP - Allworx

Local school calls on Powernet to replace aging phone system with advanced VoIP solution.

With an aging and unreliable phone system in place, La Salle high school required an upgrade. Powernet was able to provide the technology and competitive prices La Salle desired in their phone system for the future.

Selecting A New System

As La Salle high school's phone system was nearing its 20th year of operation, frustration was at an all time high. An increasingly unstable environment caused features such as voice mail and call routing to repeatedly fail. The aged interface meant that the school's skilled IT team had to spend an excessive amount of time to complete a task that modern systems would allow them to complete in seconds. It was clear to system administrators, it was time for an upgrade.

Powernet was selected by La Salle to provide an Allworx phone system capable of satisfying the school's needs. The proposed solution would provide a variety of features the school targeted such as find me/follow me, hot desking, voicemail to email capabilities, and intelligent call routing. La Salle's new system offers many ease of use features that were not present on their previous phone system such as better switchboard management and the ability to page through handsets. System administrators would also be able to customize system behaviors to meet the needs of teachers and business team members.

An Educational Implementation

Powernet engineers worked closely with La Salle's IT team to design and map the phone system before implementing the solution in more than 110 locations throughout the school.

During installation, Powernet team members were shadowed by a recent graduate of La Salle interested in the IT field. Engineers utilized this opportunity to educate the student and staff on the system as well as how to install, wire, activate and complete back-end maintenance on each device. This provided a unique opportunity to a future technology professional while increasing the onsite support base for the phone system.

La Salle High School

Industry: Education

Number of Staff: 68

Challenge
- Remove and replace an aging phone system.
- Design an efficient solution to reduce time spent on management and maintenance.

Solution
- Installation of Allworx Verge 9308 & 9312 VoIP phones.
- Integration of Allworx 731 Interact Pro Software mangement.

Results
- Successful installation of Allworx Phone system across 110+ locations within the school.
- Simplified system management reduces maintenance/upgrade time.

A Much Needed Upgrade

The new phone system was online and ready for use by the start of the new school year. The Allworx system was able to meet and exceed the goals set forth by La Salle heading into the project, satisfying school staff.

Powernet's phone system was able to remedy painpoints that the school had faced for years. Familes, donors and alumni calling into the school's switchboard system were no longer dropped or incorrectly routed, delivering a much improved customer experience. Additionally, La Salle's IT team is now able to focus its efforts on more important tasks due to the system's centralized management application. This application allows simple tasks that were time consuming with the old system, such as renaming phones, establishing routing, or changing ring preferences, to take only seconds to complete. Simplified management also allows the school to quickly and easily perform maintainence and push updates to phones on the network.

Since the upgrade, the school's attendance office has reduced the amount of time spent on call management. The front office has also seen a significant decrease in lost call traffic. La Salle's business team is now able to utilize features such as find me/follow me to better serve customers as well.

"I can't say enough about how we value Powernet as a business partner, they have been nothing short of amazing," said Kelly Flerlage, Director of Finance and HR. "We were very impressed with the level of support offered during the system refinement phase, and very much appreciated the time that the Powernet team spent on site helping us solve all of the pre-work milestones. The partnership we have with the sales team, implementation team, and engineers made the upgrade process extremely smooth."

Powernet's Allworx system will allow La Salle's staff to reliably stay connected for years to come.

About Powernet

Powernet enables businesses to connect with audiences in the office and across the world through wireless networking, Wi-Fi, voice, data, IT managed services, in addition to domestic and international carrier services. As a Woman-Owned business with more than 24 years of telecom experience and expert sales and support teams, we provide our partners and clients the unparalleled service and innovative technology they need to achieve their business goals.

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-Kelly Flerlage, Director of Finance & HR, La Salle High School

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