

THE CUSTOMER

As a premier regional service agency, Genesee Intermediate School District (GISD) provides leadership that links learners to public schools, the community, private sector and public agencies in order to improve education and enhance lifelong learning. GISD serves a region with more than 71,000 students and nearly 9,600 educators.

THE CHALLENGE

Many of the county's school districts had outgrown an outdated, limited phone system which was difficult to manage and modify, and lacked the features necessary to help the institution achieve its goals.

THE GOALS

The GISD wanted to be able to offer hosted VOIP services to its entire district. Issues with their phone system threatened to impact operations and customer service. They needed an integrated communication solution that would reduce costs, support growth, and facilitate simple changes and upgrades.

THE SOLUTION

GISD selected InaCOMP's Technical Services Group (TSG)—a Cisco Premier Certified and Cisco Advanced Unified Communications partner with significant experience in K-12 Education—to implement an advanced Cisco voice solution. The key was to provide GISD with a highly scalable solution that would be available to all the districts. The Cisco system designed supports up to 25,000 users or phones. InaCOMP TSG installed Cisco Unified Collaboration to provide GISD and its members integrated inbound and outbound voice applications with Internet applications such as real-time chat, Web collaboration and email. InaCOMP TSG also installed Cisco Unified Communications Manager, the powerful call-processing component of the Cisco Unified Communications solution that provides voice, video, mobility and presence services. To improve collaboration, they implemented Cisco Unity, a full-featured voice and unified messaging platform that enables access to email, voice and fax messages from a single inbox anytime, anywhere and on any device.

THE RESULTS

The vision was to implement advanced features to give the districts a more affordable and manageable VOIP hosted solution. The new Cisco solution has delivered by providing GISD end users the communication tools they need to work more efficiently and intelligently. It's easier for employees to collaborate, so they're able to more quickly provide the information and services they want. The GISD team can easily execute moves, adds and changes, which has directly improved ROI and issue resolution time.

