Case Study

Hosted Unified Communications

Client:

Forest Hills School District

Forest Hills School District serves 7,600 students across nine schools, and supports 250 administrators. The district's innovative approach to education; its investment in effective and caring teachers; and its strategic partnerships with organizations across the community are pushing student performance to the highest level in decades. The district depends on voice service to drive its collaborative model and provide students and staff with a safe environment.

Challenge	CBTS Solutions	Results
• Client's legacy voice system creates expensive, time-consuming rewiring process to add/drop users • Client needs "always-on" voice availability, but has inconsistent call quality across sites • Client lacks capital budget to purchase and manage new voice infrastructure	• Hosted Unified Communications (Hosted UC), a scalable, cloud-based, fully hosted communications and collaboration solution • Hosted UC provides lower total cost of ownership than premises-based system, and delivers increased functionality and quality • Flexible Hosted UC infrastructure allows client to easily add/drop users	• Client received technology upgrade, managed phones, managed service, and 24x7x365 support • CBTS provided installation and training to ensure smooth transition during move from legacy system to Hosted UC • Client has improved call quality and will benefit from continuous technology upgrades

Communications, covered.

Business Challenge

Forest Hills School District depends on voice service to drive collaboration among its 250 administrative users and community partners. Client is frustrated with its T-1 configured legacy phone system that no longer offers the necessary flexibility, functionality, and continuous connectivity to meet administrative and safety needs. Client lacks the capital budget to purchase and manage a premise-based voice application.

CBTS Solution

CBTS consulted with the client and recommended Hosted UC, a scalable, cloud-based fully hosted communications and collaboration solution that is securely hosted in geo-redundant data centers. Key benefits include:

- Flexible infrastructure that allows client to easily add/drop users.

- Lower total cost of ownership than premises-based system, and increased functionality.

- CBTS people and processes to provide installation and training, ensure a smooth transition, and provide ongoing support.

Results

Hosted UC provides the client with a scalable, long-term managed voice solution that delivers reliable connectivity across all locations, and features 24x7x365 CBTS support.

The client has improved call quality, a consistent user experience, and the ability to easy add/drop support staff users as needed.

Hosted UC will also provide the client with continuous technology upgrades to support its innovative and collaborative environment.

Communications, covered.