

CASE STUDY: An Ontario School Board

This Ontario public school board educates more than 19,000 students at the elementary and secondary level in 57 schools and 8 education centres in their district that covers a geographic area of 7,719 square kilometres.

The school board required a complete overhaul of their current phone system, as each location was using a different on-premise PBX. They were also looking to address spending costs when it came to long-distance charges between schools and the cost of sending their support team out to maintain each on-premise system.

Learn how Telecom Metric was able to solve the above issues as well as provide a secure, encrypted, and fully redundant solution.

The Challenge

The School Board was looking to upgrade their current network infrastructure across all offices and schools with their telephones being one of the priorities. With each location using a completely different and aging phone system, the school board identified key issues that needed to be addressed and resolved.

- Build a secure, fully encrypted & redundant phone network that is protected from unauthorized access and intruders.
- All phone data must stay in Canada and comply with all federal & provincial privacy laws.
- Modernize aging phone systems that were slowly becoming unsupported and costly to maintain and repair.
- Consolidate a mixture of phone platforms in multiple locations into one unified solution that can be managed from a single pane of glass.
- Reduce long distance charges applied to calls made between schools in different geographical locations.
- Flexibility for teachers to access their voice-mail remotely and not be tied to the classroom phone.

The Solution

Telecom Metric was able to provide a cloud hosted PBX phone system that addressed all of the challenges presented above. Some of the highlights include:

- End-to-end security that includes encryption, active monitoring, backups, and strict security policies.
- Modern and centralized management console to avoid costly service calls to locations across the district.
- Calling between schools and offices do not incur long distance charges.
- All voice data stays in TM's 100% Canadian owned and operated infrastructure
- Built in redundancy and failover avoids service outages in the case of emergency.

The Result

The school board has been able to consolidate all of its different locations various phone systems into one centralized cloud-based solution. This has greatly improved productivity for staff. For example, teachers are no longer tied to the physical phones in individual classrooms when it comes to placing calls and checking voice-mails. Also, support staff no longer need to make the trip to the actual school to repair or make changes to the PBX. Security and privacy concerns were met with TM's advanced end-to-end security protocols and trusted 100% Canadian secure infrastructure.

The overall solution is now saving money for the board when it comes said long-distance charges and support costs, and is able to direct money to more important avenues such as improving the quality of education for the students in its district.

For more information on how your organization or school board can benefit from Telecom Metric's secure business phone solutions, please contact us and request more information as well as references from our many happy customers.