

School district gives Mitel IP communications system an A+

CUSTOMER NEEDS

- An IP communications phone system to support future growth
- Reduced phone system maintenance requirements
- Evolve hybrid system (some with voice mail, others without) to unified IP system

SOLUTION COMPONENTS

- Resilient Mitel 3300 IP Communications Platform (ICP) with embedded voice mail
- 1,200 Mitel IP Phones
- Mitel NuPoint Messenger™ IP

RESULTS

- Centralized, remote phone system maintenance for entire system
- Unified voice and email messaging for all staff, excluding custodians
- Reduced time spent by IT staff on phone system maintenance
- Voice mail eases burden on attendant, improves communication



Today's Lesson: Migration from PBX to IP made easy

Lee's Summit R-7 School District near Kansas City, Missouri has been growing by about 400 students a year for the past five years. New schools have been built to accommodate them, new staff has been hired, but they were still using their first generation Mitel® telephony equipment originally purchased in 1998. It was fine for their needs eight years ago, but as the district grew in both students and schools, so did its communications needs. It was clearly time to migrate from a PBX to an IP system.

So when the decision was made to do so, the first and only vendor they called was Mitel. "Mitel originally offered the best bid at the lowest price for what we required in 1998," said Lee's Summit executive director of technology Cheryl Parris, "and we've been very happy with it. So when we needed to upgrade, we decided to stay with Mitel because their IP solutions perfectly fit the bill for us."

Before implementation, Lee's Summit had been working with a hybrid system that included AT&T, Sprint, Merlin, and others that allowed some staff access to voice mail, while others had to have their messages relayed (in paper form) by an overworked receptionist. Also, full phone numbers, including prefixes, had to be dialed whenever one staff member wanted to reach another because some schools were in different exchange areas.



it's about **YOU**

Customer Experience

→ Lee's Summit

ABOUT LEE'S SUMMIT R-7 SCHOOL DISTRICT

Type: Multi-school district, both elementary and high school

Location: Lee's Summit (Kansas City) Missouri

Configuration: 23 schools, headquarters and early childcare center spread out over county

Faculty & staff: 2,300

Students: 16,381

Website: www.leesummit.k12.mo.us

"With Mitel we've been able to facilitate the growth in our district without causing an undue burden on the taxpayers, while greatly improving the communications with our staff and parents. In the end though, it's about the students, and the cost savings and increased communications have enabled us to serve them more effectively."

– Lee's Summit R-7 School District, executive director of technology Cheryl Parris

"It was time to re-examine our system because it simply couldn't handle the volume anymore," said Parris. But with the installation of a Mitel 3300 IP Communications Platform (ICP) with embedded voice mail along with a number of Mitel IP phones, the problem was resolved.

Highly scalable, the 3300 ICP provides Lee's Summit with a robust call control, extensive features and supports a wide range of innovative desktop devices and applications for medium-to-large enterprises. It is an integral element of the Mitel Networked Business Solutions portfolio that facilitates business-wide communications and collaboration, enhances workforce mobility and extended enterprise connectivity, improves client service and contact management, and reduces total cost of ownership.

Additionally, the Mitel NuPoint Messenger™ IP provides all staff with a cost-effective, scalable, and reliable way to relay, store, and retrieve messages – using a phone, fax machine, pager or PC.

"It was too difficult and cumbersome to try to remember every phone number and extension and time consuming to look them all up," Parris recalled. "Four-digit dialing from any phone was a revelation. Communication among staff, students and parents has been greatly improved and much more efficient. Back then, none of our elementary schools had voice mail so we had to have someone take all the calls then leave written messages for the teachers. It took too long for them to be received. If, for example, a child had a doctor's appointment the teacher might not know until later into the day. Now it's doing everything we hoped it would and there hasn't been a hitch."

In fact, two more buildings are being opened in the district in time for the 2007 school year. "And we'll be installing more equipment and further upgrading our email to meet that challenge," Parris added. Currently serving 16,381 students, the forecast is for another 3,400 in the system by 2010.

Clear, quick communication between teachers, parents, students and support staff: It has all combined to upgrade the chances for a successful migration through successive school years.

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