

CASE STUDY

EDWARDSBURG PUBLIC SCHOOLS IS THE HERO'S JOURNEY YOU DIDN'T KNOW YOU NEEDED

**SEVER THE CONNECTION WITH
YOUR OLD PHONE SYSTEM;
HOSTED PBX IS HERE**



EXECUTIVE SUMMARY:

Edwardsburg Public Schools was in dire need of an **upgrade to their phone system**. This wasn't just one school or the administration building; an upgrade was needed for all schools and the district office. They were relying on **antiquated and burdensome hardware** to manage a Panasonic system — actually two systems — woven together to connect all the schools and district offices. **ElectroMedia** knew they could provide a **streamlined** system that was **easy to manage** and could handle all the demands any school district could throw at it. MDT eagerly accepted the challenge, and the task of modernizing Edwardsburg Public Schools was underway.

INTRODUCTION

Edwardsburg Public Schools was in the same position as many public and private organizations; they needed to replace their **unsupported** and **out-of-date** Panasonic systems and set the district up properly for the foreseeable future. Here's the kicker: it wasn't just one system either; over the years, two systems were **"Frankensteined"** together to function as one, making managing the aging systems much more tedious.

Beyond the struggles with the system itself, the upgraded phone system needed to be **easy to use and function** in the same fashion across all schools and administration buildings. **EMI** had their work cut out for them, but with their **experience** with on-premise phone system for schools, they knew they could solve all of Edwardsburg's problems.

PROBLEM/CHALLENGE

The unsupported system was the obvious low-hanging fruit during the project scoping period. Still, there were networking upgrades that would adequately set the school system up for any future needs. Also, the management of the phone system needed to be straightforward and shouldn't require an IT Master's degree from Notre Dame to operate it.

The most significant upgrade was cleaning up the networking closets and kicking to the curb the 66 and 110 punch-down blocks used to run the old phone system; this included all school campuses and the district buildings. In total, there are four schools plus the administration building. Setting their technology down the path of full Ethernet deployment unifies their technology and makes day-to-day management much simpler.



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Additionally, the phone system needed to function seamlessly with the school's advanced 911 alerting platform. If a call is made to 911 from any phone in any building, then the appropriate routing and alert trigger will occur. It's a tall order, but with years of educational phone system experience, MDT has this project in the bag.

SOLUTION

First and foremost, **one centralized PBX** powers the communications for everybody in the district. The system is housed in the school district's central office, and then the schools are connected using fiber. **Fiber connectivity** ensures **high-speed** and **reliable data transmission** between the admin and other school buildings. The centralized system simplifies maintenance and reduces the complexity of managing multiple phone systems across the district.

Next, it's time to tackle the old cabling. Although **upgrading the wiring infrastructure** is not easy, it's a much-needed advancement. The outdated analog lines were ripped out and replaced with cabling that should last the next **50 years**.

The **911 alerting and notification system** was the most significant upgrade of the project. The 911 notification system sends alerts to office staff when a call is made from a classroom. It provides **detailed information**, including the **caller's name, extension number, building number, and room number**. The notifications allow for customization depending on the school's needs and can be sent **via email, text message, and pre-recorded calls** to ensure quick response from administrators. The time saved with this automation can and will save lives.

RESULTS

From the day the new system was implemented, Edwardsburg Public Schools has gained confidence in the communications abilities of the district. **At any moment and location**, a teacher or administrator can be contacted. This isn't about trusting that people are doing what they need to be doing but about everyone's safety. **School communication is no longer a guessing game.**



Convenient, on-the-go communication



Simplified management



Upgraded and future-proofed networking infrastructure



Peace of mind

“

“You can teach a dumb network guy how to manage the phones now.”

Larry, Director of IT

We're not new to phone systems, and for years we've helped thousands of customers of all sizes and industries incorporate the solution that gets the most out of every interaction for their business. We focus on schools because we believe in being part of making a difference; in our way, this is how we give back. With MDT, you'll never go at it alone — we promise to **provide a customized redundancy plan, and that we're available 24 hours a day, 7 days a week to assist you.**



CONTACT US TODAY. IT'S TIME TO ELEVATE YOUR COMMUNICATIONS.

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