



# Educational Institutions Call on Netarx's Specialization to Install Single IP System

Non-profit organizations give high marks to one easy-to-manage phone system

## • SITUATION •

Sharing an office in Ann Arbor, Michigan, are two non-profit organizations that are committed to serving higher education.

The National Institute for Technology and Liberal Education (NITLE) serves faculty at 91 institutions to bring technology into the classroom.

The Great Lakes Colleges Association (GLCA) helps 12 private colleges with issues regarding educational quality, managerial effectiveness and public support.

Though the organizations share office space, **each had separate phone systems**. Yet what those systems shared in common is that they were problematic.

**GLCA was burdened with a system that had reached its limit**, and was so outdated that adding a new employee to the phone system was cost prohibitive. **The NITLE system was just as obsolete**—it supported only four lines and the busy office experienced dropped calls, static and crossed lines where other conversations could be heard.

## • SOLUTION •

Eric Harper, technical manager for the organizations, knew they needed help from a partner with proven technical experience, and one who could understand that **non-profits must slash costs** wherever possible. After considering several bids for both voice over IP (VoIP) and traditional phone systems, Harper gave the nod to Netarx.

The first thing the Netarx team did was bring Harper to their offices to see IP telephony operating in a real environment. This hands-on opportunity convinced him that a **converged IP network was the ideal solution for both organizations**.

## SOLUTION SUMMARY

The Cisco VoIP solution helps two non-profit educational organizations:

- Save over \$400 monthly on long distance calls
- Eliminate lost calls and voice mail problems
- Better serve clientele
- Easily add employees

Netarx designed and implemented a **converged IP network solution using Cisco System technology**. The solution includes:

- 30 Cisco IP phones and up to three remotes
- Cisco CallManager with Cisco Unity Express for voicemail
- Cisco in-line power switch to power the phones

## • RESULTS •

“Having one system serve both organizations has really unified the two companies,” says Harper. “The **workers are more organized** and it’s absolutely seamless to the people we’re serving. They can call from California to Ann Arbor and get transferred to someone in Texas and never know. Plus, **lost calls and voicemail issues are a thing of the past.**”

Both organizations are **saving substantially on long distance bills**—more than **\$400 a month on conference calls alone**.

Heather Rumsey, education account manager at Netarx, sees it every day in the education market. “K-12 schools have money issues,” she says. “When I show them the return an IP solution will deliver, it can really make a difference for them. They can show their school board and their community that they’re saving hard dollars that can go back into the classroom.”