

CASE STUDY: LONG COUNTY SCHOOL SYSTEM

Improves Connectivity with Panasonic Unified Communications Solutions

Challenge

The Long County School System was looking to improve communication among employees, staff and parents, and knew that it needed to update its phone systems to effectively achieve those goals. Prior to deploying its new solutions, Long County was using two different phone systems across the school district, which were outdated and needed to be replaced to enhance productivity. These needs ultimately motivated Long County School System to make a much needed change.

Solution

Long County evaluated a few vendors, and ultimately chose Panasonic, the most cost-effective and reliable choice for the district. The team at Long County worked closely with Ratel Communications, an authorized Panasonic reseller, to identify the appropriate solutions for their critical needs. Ratel worked quickly to install two KX-NSX2000 IP-based business communication servers, one KX-NS700 system, and 135 self-labeling NT553 IP phones. Ratel knew that these systems would work best in the school system, an environment that offered unique deployment challenges, and would meet the demands and expectations of Long County. The team worked quickly to deploy the technology throughout all four schools, two Board of Education buildings and the bus barn, collectively serving 100-125 employees.

Result

Long County School System is now able to save money on phone bills, with free in-network calls, as a result of its new unified communications systems. With these new phones, they were able to take advantages of new features the systems offer, streamlining the communication process altogether. With its new communications solutions, administrators and other employees are able to be more productive on the job and focus on their number one objective – helping students learn.

To alleviate the challenges associated with disparate communication systems, Long County was looking to find a single solution that would meet its needs, ensuring that its employees could be more efficient while on the job.

“We were looking for the most cost-effective, reliable and efficient solution that would meet the needs of our school system,” said Amanda Sikes, Technology Coordinator at Long County School System. “It was important to us to find one solution that would accomplish this, and upgrading the system was the easiest way to achieve it. We knew that this change would not only promote productivity within the district, but also safety, allowing employees and faculty to communicate quickly and easily.”

After communicating these needs to Ratel Communications, Long County School System ultimately chose Panasonic after learning more about the company’s non-profit program, which offers free extended warranty and discounted pricing for public sector organizations and nonprofits.

“We worked with the school district to understand the current systems in use and what its needs would be moving forward,” said Joel Bartlett, President, Ratel Communications. “We knew that the schools needed a streamlined installation

process to ensure consistent communication as well as systems that offered accessible features to key end users.”

“Panasonic has a complete and integrated line of unified communications solutions that have innovative features able to uniquely benefit school districts,” said Spencer Bartlett, Vice President, Ratel Communications. “Additionally, the extended warranty that Panasonic offers to customers within the education space is unmatched, and Long County School System found that to be an attractive benefit during the decision-making process.”

After selecting Panasonic, Ratel worked to install 135 NT553 IP phones in each classroom and office, as well as two NSX2000s and one NS700, which deliver flexible and high-quality communications within these environments.

“We installed the IP phones that would offer the highest quality communications within a school environment,” said Jammy Hires, Service Manager, Ratel Communications.

When combining these systems to serve as a solution for the school district, employees found that they were able to leverage extension to extension dialing, streamlining communication and making all parties much more productive. Most notably, since switching to Panasonic, the Long County School System saw an increase in productivity and collaboration that made for a much more efficient working environment.

“I’m so happy with our choice to select Panasonic to meet our unified communication needs,” said Sikes. “The technology simplified the user experience for anyone who would need to use the phones during the school day. Working with Ratel has also been extremely positive – they answer promptly in the event of troubleshooting and care about our needs. Overall, we’re very happy with our choice.”



“The deployment process was quick and the new solutions will ultimately help enable an increase in productivity because of how easy the systems are to use.”

– Jammy Hires, Service Manager,
Ratel Communications