

BEAVERTON SCHOOL DISTRICT +SHORETEL

Inflow Communications helps ShoreTel deliver the most comprehensive communication and collaboration solution, below budget and ahead of schedule



Inflow
COMMUNICATIONS

Challenges:

Deploy a modern telephony solution that could be part of a comprehensive system supporting collaboration, safety, and communications across 51 schools and six ancillary sites, including transportation, nutrition services, and special education buildings.

ShoreTel Solution:

An on-premises ShoreTel unified communications (UC) VoIP solution with more than 5,000 phones. ShoreTel Communicator E911 and ShoreTel Mobility were also deployed.

ShoreTel Benefits:

- Comprehensive safety features that integrate with other advanced emergency response applications
- Considerably lower TCO
- Higher productivity
- Greater efficiency with ShoreTel Mobility

Replacing a 20-year-old Nortel phone system

The previous Nortel phone system had served the district for nearly two decades and was failing at a very high rate. Parts were no longer available. To keep the system running, Beaverton relied on outdated Nortel equipment at other school districts. The need for a modern UC system was urgent.

Deliver the right combination of features and innovation

Beaverton is the third-largest school district in Oregon and serves more than 40,700 students and families. In 2014 the community passed

a \$680 million bond that allocated a significant amount of money to modernize the district's technology systems, including telephony.

After receiving the green light, the school's evaluation team crafted an RFP and a list of criteria. The new system needed to integrate with existing collaboration systems, improve workflow, and save time, while addressing student safety. The team considered numerous phone vendors.

From the beginning, the committee was interested in more than telephone features. "Reliability and redundancy were very important to us. We also wanted an intuitive interface, ease of use, and a system that would function in a collaborative environment. For example, how teachers could

access voicemails through other communication systems and how a phone system could impact and support student safety,” explains Steven Langford, chief information officer for the Beaverton School District.

Inflow Communications get high marks for responsiveness, communications, and ShoreTel expertise

During the RFP process, price was a consideration, but the team was more focused on total cost of ownership. “For this system you have to think about the investment you’re going to make up front, then the investment over time and how this will positively impact the way people work because that is a also return on investment. If we save people time and they are more productive, we’ve saved money,” explains Langford.

First the district selected Inflow Communications as its partner. The relationship has been rock solid. “I’d say of all the firms that we work with, Inflow is one of the very top vendors due to their responsiveness, communications, and knowledge of the product. We really see them as a long-term partner,” says Langford.

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Steven Langford, Chief Information Officer
Beaverton School District

Once Inflow Communications was selected, the ShoreTel deployment proceeded smoothly and the new voicemail system got rave reviews. Previously, teachers went through a complicated process to log in and check voicemail. Now voicemail is fully integrated with email so teachers can easily retrieve voicemails at home, which has generated a lot of excitement.

“OF ALL OF THE BOND PROJECTS GOING ON RIGHT NOW, THE SHORETEL DEPLOYMENT HAS BEEN HELD UP AS ONE THAT IS UNDER BUDGET AND AHEAD OF SCHEDULE. AS A RESULT, WE’VE RECEIVED VERY FAVORABLE PRAISE FROM OUR SCHOOL BOARD AND OUR COMMUNITY.”

The ShoreTel Mobility client for administrators is also a big hit. “We have more than 31 schools and around 100 mobility licenses. Central administrators, and folks like me, are out of the office often, so accessing messages from our cell phones has been fantastic. Having our office number displayed on our cell phones is a great value-add and enables us maintain a connection to the office and to our community,” says Langford.

The district expects E911 to play a very big role in its safety portfolio. Plans include connecting E911 with paging systems and other communication systems across campuses. The District’s safety committee is also looking at integrating E911 with door locks so, for example, if a school goes into a lockdown or a lockout situation, staff is not required to physically secure the doors. The system will be programmed to enable teachers or staff to quickly initiate a lockdown or lockout from any phone.



Steven Langford
Chief Information Officer
Beaverton School District

Under budget and ahead of schedule earns Inflow Communications top honors

As a public entity, school districts have a responsibility to be transparent about spending, and it's a rare occurrence when a technology project comes in under budget. "Of all of the bond projects going on right now, the ShoreTel implementation has been held up as one that is under budget and ahead of schedule. As a result, we've received very favorable praise from our school board and our community," explains Langford.

"We rate Inflow as one of the very best vendors we do business with. They have trained our staff and they're providing support to our schools, which has been extremely well received and well done. Inflow Communications has been nothing short of excellent. Having such a strong partner and strong internal resources has made this project go very, very well," says Langford.

"When we think about customer service, communications, training, and support, the folks at Inflow Communications are always available, responsive to our needs, and highly engaged in this project. I'd say their engagement with us has been excellent and we really see them as a long-term partner," concludes Langford.

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ShoreTel. Brilliantly simple business communications.

ShoreTel, Inc. (NASDAQ: SHOR) is a leading provider of brilliantly simple IP phone systems and unified communications solutions powering today's always-on workforce. Its flexible communications solutions for on-premises, cloud and hybrid environments eliminate complexity, reduce costs and improve productivity.

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