CASE STUDY



NetCarrier Modernizes Camphill School, Cutting Communication Costs by 40%

EXECUTIVE SUMMARY

NetCarrier believes in solving problems for its customers. The Camphill School had their backs up against the wall: their current Mitel system was end-of-life with no one to manage it, they had a slow internet connection, and they had no way to properly connect the 32 buildings on their campus to a single system.

NetCarrier took the opportunity to install brand new fiber internet, connect every building and employee to the same network, and activate nConnect Cloud Services for all their users. This enhancement included a Microsoft Teams integration for softphones and the installation of VoIP phones for all the group homes on campus. In addition, they could still keep traditional fax capabilities for medical and financial records. **This upgrade has modernized their school and dropped telecommunications costs by 40 percent.**

INTRODUCTION

The Camphill School in Pennsylvania recently celebrated its 60th anniversary and, since its inception, has been dedicated to children and youth with intellectual and developmental disabilities. From kindergarten to adult learning, The Camphill School offers individualized hands-on learning opportunities, fulfilling work, and meaningful social connections.

Since 2018, The Camphill School has been working on its ***Building for a Lifetime*** capital campaign, including children's home renovations, outdoor pavilion construction, Craft House expansion and renovation, and infrastructure improvements. This ambitious campaign will change the lives of all current and future families of The Camphill School.

PROBLEM

For The Camphill School, the challenge was clear: to update the communications infrastructure while broadening the reach and effectiveness of the technology the school relied on. Here are the top concerns for the project:

1. The school resides on a vast property with a 32-building campus and group homes.
2. An end-of-life Mitel phone system with no one to service it.
3. An outdated PRI and slow internet speeds.
4. There are no softphone capabilities for remote workers and no flexibility to move around campus but stay connected to the phone system.
5. Unable to assign 911 services to specific buildings on the property.

FOR MORE INFORMATION

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CLIENT GOALS

The task in front of NetCarrier was a tall order but a unique opportunity to provide a top-to-bottom positive change in the day-to-day lives of all involved at The Camphill School. Here is a breakdown of what the client needed:

1. Increased internet speed that was reliable and spanned the entire complex.
2. Implement a cloud communication system with the newest technology that can easily be managed and serviced.
3. Provide an integration with Microsoft Teams for softphone capabilities and remote work.
4. Electronic faxing is needed for ease of use, and analog fax services are required for users who need fax machines for medical and financial records.
5. VoIP phones at each group home allow residents and staff to call the main office.

SOLUTION

NetCarrier has a local team that can provide and install what the school needs. Unlike other providers, NetCarrier can back up the next-level service offering with equally powerful internet and installation support. The depth of NetCarrier's service offering promotes a more cohesive customer experience with better outcomes. After discussing the needs and goals, here are the products and services provided:

nCloud Connect PBX services are available for all users, including Teams integration for softphone capabilities.

Electronic faxing and analog services are available for the user to decide what is needed.

100 Mbps symmetrical dedicated fiber internet (same upload and download speeds) for guaranteed speed and reliability.

Incorporated managed edge device for quality of service, system monitoring, and troubleshooting capabilities on voice network.

Installed phones for each of the group homes into the same school system. Once phones had designated locations, e911 services were assigned. This change will drastically improve the accuracy and response times if there happens to be an emergency.

Introduced an **administrative portal** to easily make changes to the system as needed.

We provided **training, project management, and ongoing support.**

RESULTS

The positive results for The Camphill School were immediately felt. The move from a traditional on-premise PBX to a cloud-based VoIP solution has provided significant cost savings of approximately 40 percent. This was primarily achieved by eliminating maintenance fees and drastically reducing the need for physical hardware. The introduction of scalability and flexibility gives the customer direct access to add or remove lines as needed without incurring additional setup fees. Employees can move between buildings and still be reached without issue. The new system's reliability has consistently reached 99.99 percent uptime; this minimizes disruptions and ensures continuous service availability.

We're honored to work with a community organization as meaningful as The Camphill School. Our hands-on approach throughout the process, from the project discovery phase through the site survey, installation, and finally training and then system hand-off, shows our passion for providing customers with a product and service they benefit from. Contact us today to see how we can move your organization into a new system that elevates your business.



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