![JIVE]

Bridging the Gap to Hosted Services

Bridgerland Applied Technical College (BATC) provides competency and employer-based education to students in the northern Utah area through both traditional and technology-enhanced, hands-on methodologies. The college's goal is to provide technological training for adults seeking entry level positions in industry, and is unique in its individualized learning and teaching model.

BATC was organized in 1971 under the State Board of Vocational Education, and is one of eight applied technical colleges part of the Utah College of Applied Technology (UCAT). Currently the college has two campuses in Logan, UT, one campus in Brigham City, UT, and one campus in Randolph, UT. BATC currently serves approximately 10,000–12,000 students annually.

BaTC
BRIDGERLAND
APPLIED TECHNOLOGY COLLEGE

At a Glance

Bridgerland Applied Technology College (BATC) has four campuses in northern Utah. BATC needed a system with low cost, minimal maintenance, and managed risk of obsolescence. Jive Communications provided a single, comprehensive solution to meet those needs.

Background

Before moving to Jive, BATC had a legacy telephone system. The daily administration of the system was extremely time consuming and often required hands-on service. In addition, over time spare parts became difficult to find as the system became obsolete. As the cost of already expensive maintenance continued to rise, BATC knew they had to decide between a major upgrade or the implementation of a new system.

Solution

After careful consideration, the college decided to start the search for a new system. According to CIO Gary Etherington, "VoIP seemed to be the only logical solution based on current technology. The up-front cost of an 'owned' system was prohibitive to our operating budget."

Jive quickly caught the attention of the college by offering a solution that addressed BATC's core concerns:

- **Obsolescence:** Jive's hosted solution ensured that obsolescence would never be an issue again. All system and feature updates were not only automatic, but guaranteed free of charge throughout the duration of the contract.

- **Cost:** The cost of migrating to Jive was significantly less than upgrading the current system and also provided a more comprehensive solution than other hosted providers being considered. Said Etherington, "Jive offered a very low up-front cost solution and [the] ability to participate in E-Rate funding, keeping our ongoing operating costs low."

- **System Administration:** Jive Hosted VoIP eliminated the need for on-premises administration. No hands-on maintenance or configuration would be required, as all moves, adds, and changes could be done in the cloud. In addition, the cloud-based system eliminated the need of any spare parts.

Jive's support throughout the evaluation and implementation process was also a great benefit. Jive customer support is ranked #1 in the

"Get out of the way and let Jive engineering staff work their magic."

GARY ETHERINGTON
BRIDGERLAND
CIO

industry, and Etherington was pleased to report that, "We received extensive and personal attention during the evaluation process."

TRANSITIONING TO JIVE

When transitioning to a new system, many customers want to know what challenges to expect. Jive is proud of our simple, "plug and play" transition process, and according to Etherington, the biggest obstacles were limited to replacing phone sets, maintaining existing telephone numbers, and planning the transition time.

However, each of these challenges was anticipated and resolved. As Etherington explains, "existing telephone numbers were ported over [and] new phone sets were installed and functional before shutting down the old system." This allowed for a seamless cut-over with minimal downtime, while ensuring that all elements of the new system were configured according BATC's preference before transition.

ADVICE FOR HIGHER EDUCATION

When asked what advice they would offer other Higher Education customers considering a transition to Jive, Etherington replied, "Map out your existing system thoroughly, including numbers needed to be retained, then get out of the way and let Jive engineering staff work their magic."

WELCOME TO THE CLOUD

With the new solution in place, Bridgerland Applied Technology College has been relieved of costly maintenance and the responsibility of updating their system. While explaining the benefits of their transition to Jive, Etherington states, "We were able to switch to the hosted Jive solution for roughly the cost of our monthly maintenance cost of our old system. Three campuses were connected as a single system. We eliminated three different management systems on different campuses and can now manage all under one environment."