

CASE STUDY

Multiple Campuses, One Seamless Phone System

Whittier Christian Schools started out in 1947 under the direction of Calvary Baptist Church. It currently operates on two campus locations: the Newlin campus, housed on the site of Calvary Baptist Church in central Whittier, and the Maybrook campus in the southeastern portion of Whittier. Both campuses are equipped with student computer labs, as well as iPads for students and staff

Whittier Christian Schools offers an array of special programs to students. Their Opportunities Classrooms program helps children with mild to severe learning needs, and the GATE program is tailored to help students excel in science, math, and technology.



At a Glance

Jive Communications helped Whittier Christian Schools replace their aging phone system with a Cloud-based solution. Jive Hosted VoIP unified the WCS's two campuses, increased mobility opportunities, delivered industry-leading reliability and support, and aided school officials in navigating the E-Rate process.



Background

Whittier Christian Schools relied on two very old Nortel PBXs at each campus to handle school communications. But as time went on, School Superintendent Michael Ely observed that the aging equipment became less reliable and more expensive to maintain.



The possibility of updating the system to a more sustainable Hosted VoIP solution at a more affordable cost—via an E-Rate grant became their course of action.

“In the E-Rate process, many bids were considered,” Michael said. “Jive was the most communicative. They provided the most complete proposal, and they offered us the most help and support during the planning and installation process.”

Solution:

Jive deployed its solution to the Whittier Christian Schools campuses in July of 2011. “We had to upgrade to PoE switches on both campuses,” Michael said, “but Jive helped out there as well, suggesting models, and even donating one.

After deployment, Michael learned why Jive’s hosted services are such a good fit for schools. One factor was how the solution unified the separate campuses. Jive’s web-based administrator portal makes it easy for users to manage all endpoints and call flows regardless of physical location. Schools can give the appearance of a unified, streamlined system while still preserving location-specific routing, hold music, and more.

“Now our two campuses function as one seamless phone system,” Michael said.

Jive’s Cloud-based platform also allowed Whittier Christian Schools to enjoy greater mobility options. Extension dialing, transferring, and conferencing became available to users no matter what campus they were on, with several features accessible from other locations and outside phones. Michael found this especially helpful. “We were even able to tie in a remote employee living in Arizona.”

When asked for his reasons why he would recommend Jive to other schools, Michael responded with these benefits:

- **Top-Rated Customer service.** “They have a really strong, friendly customer service response,” Michael said, referring to Jive’s #1-rated customer support and technical solutions. Support is available to customers 24/7, 365 days a year, and is provided at no additional charge.

Quick Facts

Whittier Christian School’s recent endeavors include:

- A huge neighborhood garden at the Maybrook Campus.
- Participation in the First Lego League
- Sending a group to Atlanta for a Jr. Theatre Competition.
- Both campuses participated in the performance of the full production of Peter Pan at the local Community Theatre.

- **Industry-leading reliability.** “Jive has a good quality, reliable phone system,” Michael said. Every layer of Jive’s hosted solution—including facilities, hardware, network, and software—is engineered for redundancy and scale, providing schools with high availability and fault tolerance.
- **E-Rate experience.** Michael wanted a service provider who was E-Rate compliant and would help the school qualify for the available discounts. “Jive was easy to work with through E-Rate,” he said. As a nationally recognized provider of Category 1 E-Rate services, Jive offered Michael the service and experience necessary to navigate the E-Rate process.

Summary

Whittier Christian Schools needed an updated, reliable, and affordable system that could unify their campuses and provide their employees with better features and mobility. Jive provided a powerful hosted solution with all the support and reliability the schools needed. Additionally, Jive helped the school obtain E-Rate funding, making the new solution even more affordable.

