



5 Key Reasons Jive is the Undisputed Leader in K–12 Phone Systems

A JIVE EBOOK



What's your school using for phones?

Honestly, there are as many answers to that question as there are schools. Every school has unique telecom needs, requiring a unique system setup to get the job done.

Here are a few ways schools might describe their phone setup. See if one of these sounds familiar to you:

- ✓ A recently upgraded premises-based solution installed and maintained by a trusted technology partner like Cisco, Avaya, or Mitel/Shoretel.
- ✓ A legacy premises-based solution (analog or digital) that was purchased when most of your teachers were students, and installed by a partner that is no longer in business or providing support.
- ✓ A recently installed hosted solution that seemed like a good idea when you bought it. But it has recurring outages, nonexistent customer support, and a never-ending list of feature upcharges.

If you're in a situation like one of these, we invite you to take a closer look at the leading telecom solution for K-12: Jive Communications.





Jive is the nation's #1 Hosted VoIP provider in K-12.

More K-12 customers trust Jive with their voice communications than any other hosted provider on the market today. Jive specializes in delivering simple, cost-effective communications solutions customized for schools like yours. Whether it's a single school deployment with a few dozen handsets or a multi-site school district with thousands of phones, Jive has the right phone solution for you.

In this ebook, we invite you to discover why more school districts trust Jive with their communications.

Before we go on: What is Hosted VoIP?

To understand how Jive has earned school districts' trust, it's helpful to know what Voice over IP, or VoIP means, and the difference between VoIP and Hosted VoIP.

What is VoIP?

VoIP is a technology that lets you make voice calls using a broadband Internet connection instead of a regular analog phone line. Since the early 2000s, most businesses have adopted VoIP to access advanced calling features.

What is premises-based VoIP?

In a premises-based deployment, you own the call routing and management hardware and keep it at your location. Unfortunately, this means you also have to maintain and support your system. Some schools choose to employ in-house technicians to keep their phones running. Others outsource maintenance and support to trusted IT partners, or to the system manufacturer.

What is Hosted VoIP?

In a hosted deployment, almost all the hardware is hosted by the vendor in the Cloud (i.e., a network of datacenters). That means you subscribe to the service and features and only pay for the capacity you need. And responsibility for all the maintenance, support, updates, and upgrades belongs to your solution provider.



Why Jive Hosted VoIP?

Every hosted provider out there claims they're the best in the nation and that their solution is the best fit for your district's unique needs. Jive backs up its claims by boasting more K–12 customers than any other hosted provider. Why do so many school districts choose Jive?



#1. Simple

Jive appeals to school districts because of the simplicity of its system management and paging integrations. Jive's simplicity frees up district IT resources and gives schools the flexibility to make quick, easy changes to call routing. With Jive, no technical expertise is necessary. If you can manage your email account, then you can manage your phone system.

Simple management

With your current setup, you might require help from IT or a third-party provider to make the simplest moves, adds, and changes (MACs) to your system. This becomes a significant hurdle when you manage multiple locations and oversee hundreds—even thousands—of added phone lines, new room assignments, and other updates every year. Jive's call routing, on the other hand, is completely self-service with intuitive and visual drag-and-drop controls. Without outside help, you can quickly and easily make real-time changes to your system from any Internet-enabled device.

Simple paging

Jive's modern phone solution integrates with existing paging resources, eliminating the need to upgrade your existing system. Purchasing simple integration devices allows you to bring your paging system into the 21st century. That way, you don't need to replace your whole system to enjoy paging zones, individual paging, and the ability to page from anywhere. And Jive is the only provider (hosted or premises) that doesn't charge a monthly service fee when you need to upgrade paging endpoints.



#2. Cost effective

Jive improves the effectiveness and performance of your phone system while keeping costs low and predictable. Other providers charge extra for needed features and services, while with Jive, they're included in a low monthly fee.

Single price

While Jive competitors charges for features al-la-carte for important features like hot desking, Jive gives you access to all voice features and local and long distance for one single price. There are no hidden fees, no exclusive features, and no “platinum” plans. What you see is what you get, every month—no surprises.

Low-usage handsets

Some classroom phones don't get as much use as administrative phones. That's why Jive offers low-usage phones, so it's easier for districts to upgrade to cloud-based phone systems. These phones include all features available to normal usage phones, including virtual faxing and voicemail.

No separate service contract

Other providers charge you extra for support, or lock you into support contracts. With them, support is treated as a product separate from the system. With Jive, it's the opposite. Support is provided for the solution at no additional cost to you as long as you're with Jive. That way there's no contracts, no upsells, and no worries if you need help.



#3. Trusted

Schools must earn the trust of their communities, and service providers must earn the trust of schools. After 11 years in the business, Jive has earned that trust, growing from a tech startup to the most-trusted hosted solution in K–12. Jive is an internationally recognized provider of enterprise-grade telecom products and has hundreds of thousands of users worldwide.

Undisputed leader in K–12

According to the Federal E-Rate program database, Jive has nearly 10x the penetration of its publicly traded competitors. Though not every school is ready to upgrade to a modern phone system—when they are, Jive is the preferred choice to bring them into the future.

Platform strength

Market analyst firm Frost & Sullivan found that Jive delivers a “true cloud architecture.” Jive’s platform began in the Cloud and didn’t migrate there from expensive legacy systems. Jive serves hundreds of thousands of users on a single consolidated system that has unlimited capacity for growth. The platform is hosted by 7 top-tier datacenters located around the country that provide redundancy, call failover, and high availability.

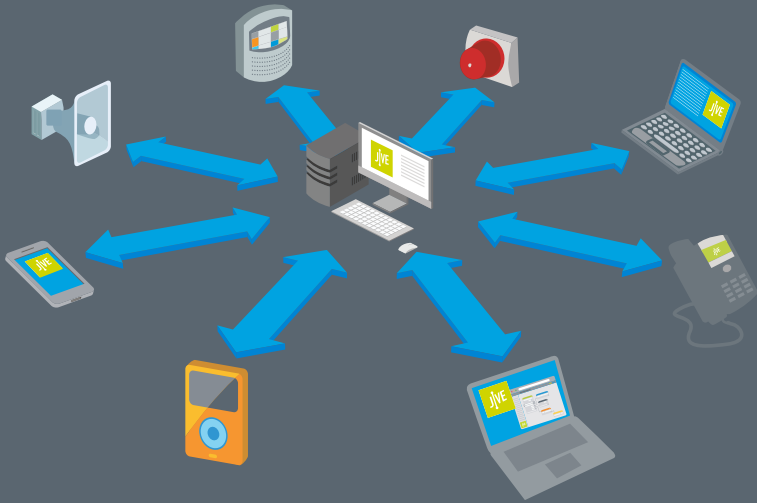
Jive Business Continuity (JBC)

Jive ensures your school’s communications by delivering local failover and emergency service continuity—even during a WAN outage. All aspects of the Jive platform are engineered for redundancy and provides high fault tolerance, achieving industry-leading uptime and reliability.



Safety Suite (with Singlewire)

School safety is a top priority, that's clear. But many security solutions are too expensive for most school budgets. Jive's Safety Suite is a budget-conscious solution designed to radically improve safety by leveraging existing phone and paging systems to launch a coordinated emergency response. Jive offers Safety Suite for no additional monthly recurring costs. If a school has seats with Jive, the only payment is on devices the school wants connected to the Jive platform. Jive also partners with Singlewire to integrate their Informacast paging and scheduling product into our service. So if you're already a Singlewire customer, we're currently the only hosted provider that can integrate with that system.



#4. Hands-on sales support

Jive has seasoned sales professionals who will help you customize the Jive solution to your district's needs. They're there for you every step of the way to ensure you get the most out of your Jive solution.

Jive View™

Jive View is Jive's in-house network-testing application. With it, Jive's sales professionals can ensure your network is Jive-ready. If there are any system issues, Jive salespeople can troubleshoot them right there. After deployment, Jive View also allows our engineers and technical support staff to identify, troubleshoot, and resolve issues quickly.

White-glove treatment

Jive doesn't just ship you a box and wish you the best. You're assigned a dedicated sales engineer and a project manager who work hand-in-hand with you to ensure your network can support hosted VoIP. They also coordinate with your IT staff to make sure your phone system works seamlessly with your other systems and applications.

Unmatched support

After deployment, Jive is still there to help you with any issues, big or small. Forbes called Jive "an industry rockstar" because of the company's commitment to customer service. Jive has earned a net promoter score (NPS) of 68 (the industry average for our competitors is a dismal 27.83) and average customer satisfaction (CSAT) scores over 99 percent. This is in large part due to our army of customer service, technical support, and field engineering personnel who stand ready, 24/7/365 to support you.



#5. Track record of success

Jive has a proven track record of success with schools nationwide. Here are two examples of how Jive has worked to simplify and improve schools' communications.

Vista Unified

Vista Unified School District is headquartered in Vista, California and serves parts of northern San Diego County. It's the fourth largest school district in the county, includes 30+ locations, and serves 23,000 students. The district seeks to be a model of educational excellence and innovation. For the district's IT department, that means choosing systems that are cost effective.

The district maintained several different phone systems—a real struggle because the systems were all over 20 years old. There was no guarantee that, when you picked up a phone, you'd get a dial tone. Jive eliminated those issues by bringing all the school's locations on to one unified system. The district appreciates the relationship Jive has built through it's extra-mile efforts.

[Watch Video](#)





Oak Park

Oak Park Unified School District consists of six schools that serve the southeast side of Ventura County, California. The district teaches its students to be lifelong learners. It's goal is to help them develop the skills they'll need to become productive citizen and to excel in college and beyond.

The school's previous phone system was old—so old it was hard to find parts for it. After Jive replaced the system, the district personnel appreciated how simple it was to use, the voicemail to email feature, and that the system doesn't require in-house expertise to run and maintain.

[Watch Video](#)

Learn how Jive can help modernize your school district.

Jive partners with schools to provide teachers and students with the communications technology and resources they need to succeed.

Discover what Jive can do for your schools.

Call us at 888-850-3009.

Or check us out at jive.com/education/k12.

