



# Cary Academy

State-of-the art IP telephony for a forward-looking institution

**“The ALE communications solution is everything we need: simple, scalable, and secure. It’s the system of today and the system of tomorrow.”**

Karen McKenzie  
Director of Technology and Innovation

MARKET: EDUCATION

DEAL IMPLEMENTED: NOVEMBER 2017

REGION: UNITED STATES

NUMBER OF USERS: 237

COMPANY:

CARY ACADEMY



**CARY ACADEMY**

**Cary Academy is an independent, coeducational, college-preparatory day school for students in grades 6-12 located on a beautiful 65-acre campus in Cary, North Carolina. The academy opened in 1997 with the vision to be a school of the future, combining a traditional liberal arts program with new pedagogical and technological techniques for the 21st century.**

## CHALLENGES

Cary Academy decided to replace aging telephony with a new communications solution to better meet its needs and reflect the school’s innovative philosophy.

The existing analog system was inflexible; necessitating rewiring each time an extension had to be moved. It also lacked desired functionalities like voicemail to email and caller ID.

Cary Academy also wanted to offer a better user experience to individuals calling its middle school or high school.

## PRODUCTS AND SERVICES

Alcatel-Lucent OpenTouch® Business Edition  
Alcatel-Lucent OmniVista® 8770 Network Management System  
Alcatel-Lucent 8018 DeskPhone  
Alcatel-Lucent 8028 Premium DeskPhone  
Alcatel-Lucent 8038 Premium DeskPhone

## WHAT MADE THE DIFFERENCE?

Cary Academy selected ICS and the ALE solution following a competitive bid process. The school was looking for a real partner and was convinced by ICS’ understanding of their needs and commitment to excellence. The ALE solution went above and beyond the school’s requirements.

## Benefits

### > TECHNICAL

IP telephony makes moving extensions as easy as plug-and-play. No rewiring necessary.

The scalable infrastructure is secure and can be built on to accommodate future needs and growth.

The new architecture will allow phones to be integrated into the school’s emergency notification service.

### > FINANCIAL

The look and feel of the phones is consistent with the school’s forward-looking image and reflects Cary Academy’s innovative drive.

Simplified maintenance and intuitive software have reduced the number of man hours required to manage the system.

### > USER EXPERIENCE

Handsets in each of the classrooms have preset numbers, including the nurse’s office and security, to facilitate ease of use and safety.

Teacher and staff communications are simplified thanks to enhanced features like voicemail to email that requires no dial-in.

The new auto attendant delivers improved user experience for callers and better meets the separate needs of the middle and high schools.