



Case Study

Market: Education

Deal implemented: October 2016

Region : Texas, USA

Number of users: 50+

Company: Dallas International School

Dallas International School (DIS) is a pre-K through grade 12 private school with a bilingual academic program. DIS is a member of the *Mission Laïque Française*, a global organization that promotes French language education. DIS has 700 students and about 150 faculty members across 2 campuses: Churchill (pre-K through grade 4) and Waterview (grades 5 through 12).

Challenges

The telephony system in Waterview was no longer meeting DIS' needs. Chronic issues, including handsets going offline without warning, resulted in unreliable service. Time-consuming manual reboots were required every month to keep the system operational. In addition, DIS wanted to increase safety by enabling students and staff to make emergency 911 calls without having to first dial 9 to get an external line. The school required a scalable solution to support the planned growth of the Waterview campus.

Product and services

Alcatel-Lucent OmniPCX® Office Rich Communication Edition

Alcatel-Lucent Premium DeskPhone

Alcatel-Lucent 8001 DeskPhone

What made the difference?

DIS wanted a solution from a company with name brand recognition like Alcatel-Lucent Enterprise. Availability of local support was also important. ICON Voice Networks, the Alcatel-Lucent Enterprise master distributor, and Advance Integrated Networks, the local integrator, both have a presence in the area that enables DIS to quickly receive equipment and support.

Benefits

Technical

The OmniPCX® administration interface is intuitive and has greatly simplified management and maintenance. Adding new phones is as simple as plugging them into the network, an advantage for DIS as it continues to expand. The enhanced 911 feature enables DIS to geolocate emergency calls, allowing staff to respond in real time while simultaneously alerting local authorities.

Financial

OmniPCX® has drastically reduced maintenance needs. Reboots are no longer necessary, allowing the IT team focus on other tasks. The solution can be extended to the Churchill campus, capitalizing on the infrastructure that has already been purchased.

User Experience

Students and staff are safer thanks to reliable in-classroom telephones and a direct external line to reach emergency services. Handsets also act as intercoms so announcements can be made with minimal class disruption.

“Reliability of communications is critical in a school environment and our existing infrastructure was failing us. The Alcatel-Lucent Enterprise solution gives us the dependability and scalability we need, while delivering great features like voicemail to email and PIMphony call management.”
Douglas Lee, Director of Technology, Dallas International School