

## Case Study

### An Upgrade To Teague ISD's Phone Platform — Effortless

*Photo courtesy of Teague ISD.*

#### CLIENT OVERVIEW

Teague Independent School District was using the Cisco CallManager premises-based VoIP solution to provide telecommunications service, PBX/call management functionality, and voicemail capability across the District. The CallManager solution presented the following challenges for the District:

- Complex management
- Costly maintenance
- Complicated, expensive system updates and configuration

Extraco Technology's cloud-based Unified Communications suite powered by Jive Communications was chosen to replace the current on-premises system due to its low-cost, intuitive system management and feature-rich service.

Extraco Technology clearly understood the school's budget limitations and was able to overcome fiduciary obstacles to deliver the best solution of reliable technology needed to exceed the school's administrations expectations.



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*Photo courtesy of Teague ISD.*

## Benefits

- Online configuration of features, devices, dial plans, and more
- Automatic system updates
- 24x7 support with no maintenance contract
- Unlimited feature base with no 'a la carte' charges

## THE CHALLENGE

### **Complicated Management**

The CallManager system was difficult to configure and very complex to manage. Changes often necessitated on-site support from a Certified Cisco Technician.

### **Expensive Maintenance**

Software updates and annual maintenance of the CallManager system was expensive for the district due to a massive decrease in the school's budget.

## THE SOLUTION

### **Easy System Maintenance**

Extraco Technology proposed a Jive Unified Communication service that requires minimal training through a web-based Administrator Portal. Adding users or devices — or configuring features and functions — are accomplished quickly and easily through the portal 24x7 anywhere the administrator has INTERNET access.

### **Cloud Based Service**

Extraco Technology proposed Jive's cloud-based platform to deliver feature-rich service that is maintenance-free on the customer side. All system and service updates and configuration are completed by Jive engineers and deployed transparently. Jive Customer Care and Technical Support personnel are available 24x7 to provide focused support and efficiently and effectively resolve any issues.

## EXECUTIVE SUMMARY

Extraco Technology deployed the Jive cloud-based platform across the District's existing network infrastructure. Deployment required setting up user accounts, switching over phone numbers, porting DIDs, establishing E911 calling, configuring gateways, and all other system configuration necessary to operate the hosted VoIP system.

**“Extraco Technology and Jive were really good about working with us. Overall, we've been able to save money, while maintaining quality.”**

Brent Holmes  
*Teague ISD*  
*IT Director*



Photo courtesy of Teague ISD.

## SERVICE AND SUPPORT

Since deployment in 2017, Teague ISD has continued to maximize its technology spend, eliminating expensive system maintenance costs and quickly and easily managing the system through the Jive web-based administration portal. Brent Holmes remarks, ***“When we have to set up a new phone now, all we do is go in, set up a new number, plug in the phone, and it works. No expensive certified technicians are required, and there is no complicated interface to navigate. It just works.”***

While explaining the benefits of their transition, Brent Holmes states, ***“Extraco Technology and Jive were really good about working with us. Overall, we’ve been able to save money, been able to maintain quality, and we’ve been able to extend our quality of service to our users.”***

## Quick Facts

Extraco Technology and Jive were determined to meet all of Teague ISDs needs throughout the deployment implementation.

Among other services; deployment required porting DIDs, configuring network gateways, setting up new accounts, and testing every line for E911 calling.



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