

CASE STUDY

AVST, Cisco and Google – Setting the Standard in Education

Wayne Township Utilizes AVST's CX-E Unified Communications Platform to Support District-Wide Communications for 2,500+ Faculty and Staff across 20+ Schools



- K-12 School District
- 2,500+ Faculty and Staff
- 16,000 Students
- 21 School Campuses
- 60,000+ Calls Per Month
- AVST, Cisco & Google IT Infrastructure

We Are Wayne!

Established in 1852, the Metropolitan School District (MSD) of Wayne Township is one of the largest school districts in Indiana. Located in the western portion of the Indy metro area, Wayne Township is comprised of 21 schools ranging from K-12. The district employs over 1,800 teachers and 700 support staff. There are 80 different languages spoken among the 16,000-student population and their parents.

With “Great Schools, Great Community” being its motto, Wayne Township has handpicked faculty and staff to place the focus on the students and families first. With this in mind, Pete Just, Chief Technology Officer for Wayne Township, set out to rebuild the district’s communications infrastructure with best-of-breed technology solutions in order to make its valued team more accessible and better equipped to support its students and their families.

AVST, Cisco and Google Selected for Education

Wayne Township reached out to long-time partner and AVST reseller, ConvergeOne, to begin the process of finding a new ‘A Team’ of unified communications (UC) providers. Wayne Township utilizes Cisco Unified Communications Manager for its IP telephony solution, and Google Gmail for email and calendaring. It was important to find a new UC platform that would complement both its Cisco and Gmail infrastructure.

Pete asked ConvergeOne for recommendations of the best UC platform out there that would enhance and leverage its existing infrastructure.



“With CX-E Mobile Client in place, our teachers were able to respond to parents twice as fast.”

- Pete Just, CTO, Metropolitan School District of Wayne Township

More than five solutions were considered. Ultimately, Wayne Township selected AVST’s CX-E unified communications platform. CX-E offered a number of easy-to-use, impactful productivity features that enabled Wayne Township to leverage their Cisco telephony and Google email infrastructure while seamlessly integrating new voice, mobile and fax applications.

CX-E was the perfect fit, delivering new UC features that highly impacted employee productivity while generating a low impact in terms of deployment difficulty – all at a cost-effective price point.

On the Go with Mobile Smart Features

To make faculty and staff more efficient, CX-E’s Mobile Client offers access to UC capabilities including a user’s voice messages from any location. Wayne Township’s previous solution required users to be at their desk to access messages. The CX-E Mobile Client not only offers secure access to voice messages, it also provides incoming call screening and notifications to the caller when faculty and staff are unavailable to take the call.

To assist with call completion, CX-E's Personal Assistant intelligently leverages the calendar of each staff member and notifies callers of a staff member's availability – for example if a staff member is in a meeting or in the classroom, the caller is given options to be routed to someone else.

Multi-Lingual Automated Attendant

To better serve parents of Wayne Township's students, CX-E's Automated Attendant streamlined the call routing process for schools across the district. With more than 3,000 students at the high school alone, Wayne Township receives a high volume of incoming calls from parents to report student absences or other information. This volume can be overwhelming – but thanks to the sophisticated call processing menus contained within CX-E's Automated Attendant, parents and others are able to quickly access information and be routed accordingly. And for those parents who are not proficient in English, prompts are offered in both English and Spanish. In addition, Wayne Township staff now has the ability to set up multiple departmental greetings and tailor them according to time of day and day of week.



“AVST's professional services team made our transition incredibly smooth. We couldn't have asked for anything more.”

-Pete Just, CTO, Metropolitan School District of Wayne Township

Secure Faxing with XMediusFAX

As a public school district, Wayne Township is required to comply with many state and federal data management security policies and regulations. Fax communication remains a mission-critical tool. Wayne Township sought a VoIP-enabled fax solution that integrated with Gmail for approximately 60 members of its staff. This need was particularly important for those in the registrar's office who send and receive a high number of faxes on a daily basis. CX-E's integration with XMediusFAX provided an ideal solution.

High Resiliency for 24/7 Communications

With 21 schools and multiple departments on one network connected to a Cisco Unified Communications Manager, it was critical for Wayne Township to have built-in resiliency for its communications infrastructure. CX-E's Neverfail High Availability architecture was deployed at two separate campuses, guaranteeing that Wayne Township's communications infrastructure are engineered for maximum uptime.

AVST/ConvergeOne Professional Services Graded an A+

Installation of CX-E was completed ahead of schedule, thanks to AVST's professional services team working in collaboration with ConvergeOne. Together, the joint AVST/ConvergeOne team managed the process from start to finish, beginning with a sandbox environment that enabled users to familiarize themselves with the system before the cutover date. Training videos and weekly calls were put in place to ensure a smooth transition. Once the CX-E UC platform solution went live, there were no hiccups or unexpected issues. Wayne Township was ready to roll.

