



NetVanta Enterprise Communications Server



Mountain View-Los Altos Union High School District Saves Over \$30,000 per Year

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Mountain View-Los Altos Union High School District consists of four high schools educating over 7,600 students and employing over 500 staff. Two of the schools are traditional comprehensive high schools along with an alternative school and an adult school.

The Challenge

The district's PBX system was running over an aging copper network and was requiring over \$31,000 in additional service calls each year due to issues. Additionally, troubleshooting and maintenance tasks were complicated which resulted in the IT department spending long hours on the system. Teachers were not notified when they had a voicemail message in their virtual mailbox which resulted in long response time to parents and full mailboxes.

The Solution

Mountain View-Los Altos Union High School District installed the ADTRAN® NetVanta® Enterprise Communications Service in each of the four schools. The school also eliminated the 40 fax machines in the district utilizing the fax server feature.

The Benefit

The district began saving over \$30,000 each year by eliminating maintenance service calls due to the cabling and PBX system along with increased productivity from IT staff. Teachers utilize the voicemail to email feature which allows telephone messages to be heard through email resulting in increased satisfaction from both parents and teachers. By using the fax feature, staff has increased productivity along with insuring student and staff confidentiality.

Mountain View-Los Altos Union High School District serves over 3600 students and approximately 500 staff members at four campuses in the Silicon Valley region of northern California. The district includes two comprehensive high schools, Mountain View High School and Los Altos High School, along with an alternative high school for students. The fourth campus, the MVLA Adult School, provides education for over 4,000 adults in the region at both the main campus and ten satellite classrooms. Because the two comprehensive high schools were built in the 1950's, both schools have undergone extensive renovations, which included building over 24 new classrooms at each school.

Real People

Each classroom in the district has a telephone for teachers to place outbound calls. To minimize disruptions during classroom lessons, the telephones do not accept inbound calls. Because teachers often share classrooms, it was impractical for messages to be left directly on a voicemail tied to a specific classroom telephone. Instead, each teacher is given a dedicated phone number where parents and community members can leave a message on a virtual voicemail box.

"With the virtual voicemail system there was no way to alert teachers of telephone messages. As a result, teachers had to call into the voicemail system to see if they had any messages and many teachers checked messages very infrequently. Often the voicemail box would fill up and callers would be unable to leave a message. Parents and community members became frustrated at being unable to communicate with their child's teachers in a timely manner," Steve Hope, Director of IT at Mountain View-Los Altos Union High School District.

The four schools used a Siemens PBX telephone system operating on an aging copper network with punch blocks. "The wiring would often deteriorate or water would get into the copper cabling. It took significant time for our staff to figure out exactly where the issue was in the copper cables and what was causing the problem. We would often call the wiring contractor for expensive service calls," Hope says. He estimates the district spent over \$18,000 on cable wiring service calls each year across the district.

High maintenance costs were not limited to the cabling system either. "Since the system was command driven, it was very complicated to learn,



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**Steve Hope, Director of IT,
Mountain View-Los Altos Union High School District**

and we had to pay for telephone maintenance for even the simplest update or problem. We spent about \$13,000 each year on maintenance calls alone," says Hope. Each telephone line was tied to a specific telephone jack in each classroom, which required a service call for something as simple as moving a telephone to another classroom. "We couldn't just unplug the telephone and move it—each time we needed to reconfigure the rooms or programs," Hope says. Because only specific telephones were compatible with the network, replacement costs every time a telephone broke or a new phone was needed ran the district \$500 per telephone.

Each of the ten fax machines at each school also required a separate phone line to send and receive a fax. Faxes would often get misplaced and because





ADTRAN, Inc.
Attn: Enterprise Networks
901 Explorer Boulevard
Huntsville, AL 35806
P.O. Box 140000
Huntsville, AL 35814-4000

256 963-8000
256 963-8699 fax

General Information
800 9ADTRAN
info@adtran.com
www.adtran.com

Pre-Sales Technical Support
888 423-8726
application.engineer@adtran.com
www.adtran.com/presales

Post-Sales Technical Support
888 423-8726
support@adtran.com
www.adtran.com/support

Where to Buy
888 423-8726
channel.sales@adtran.com
www.adtran.com/where2buy

ADTRAN ProServicesSM
888 874-2237
proservices@adtran.com
www.adtran.com/proservices

Global Inquiries
256 963-8000
256 963-6300 fax
international@adtran.com

the machines were shared among staff. Confidential faxes were also sometimes accidentally left sitting on the fax machine in public view. The IT staff also experienced issues troubleshooting and maintaining the fax line cables due to the age. Fax machines often broke and had to be routinely replaced with a newer model or serviced.

Real Networks

The district began working with their value added reseller Hula Networks researching new telephone network solutions and decided the ADTRAN windows Enterprise Communication Server provided all of the features they were looking for at an affordable price. "We purchased the ADTRAN product because of the company's great reputation for quality products and superior customer service. In addition to having all of the functionality we needed and more, the Enterprise Communication Server was the least expensive of the products we considered. Since we are a public school system, money is a big consideration in all of our purchases," says Hope.

The Enterprise Communications Server runs on a windows server and provides a complete IP-based voice system for larger enterprises scaling from 75 to 2,000 users on a single server. NetVanta Enterprise Communication Server incorporates a full featured, standards-based SIP server to provide common telephony features that you expect from legacy PBXs. The built-in fax server provides advanced features such as DID fax, and individual "fax on demand" using the multimedia personal call control capabilities. NetVanta UC Server allows your IT staff to manage your business communications services using the same user accounts and security policies used in your Windows environment, without any programming or special integration.

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Saving Money and Increasing Communication

Once the Enterprise Communication Server was up and running, the district began to see significant monetary savings with the new voice infrastructure. In addition to no longer paying over \$31,000 in telephone and wiring service calls, Hope points out that the district is saving countless dollars in staff time each year with increased productivity due to the ease-of-use of the product. After installation, two of

the districts IT staff attended training at ADTRAN and became certified on the product.

"If we have any routine issues, our staff is able to troubleshoot the network and solve the problem. Our technicians love that the server is Windows based and have found the interface very easy to use," Hope says. "We can also configure a new user, and add a telephone or fax line without a service call. The NetVanta Enterprise Communication Server has allowed us to have a much more timely response to telephone issues and quickly customize our networks for staff needs at each school."

Instead of missing important telephone messages, teachers now have their virtual voicemail telephone messages sent directly to their email and can listen to messages on their laptop or mobile device. "The ability to send voicemails to email has made a huge difference in our district and is the teachers' favorite feature. Teachers now get all of their messages and can quickly respond to both parents and community members," Hope says. "Our superintendent and principals also love the feature because they can hold teachers accountable for responding to telephone messages."

Faxes now go directly to the teachers or staff members email box eliminating the need for expensive fax lines. "Faxes with student information remain confidential and our staff has increased productivity by no longer looking for faxes. We also no longer have the expense of maintaining the fax cables and replacing fax machines," says Hope.

Staff and teachers also regularly use the conference center functionality to easily organize conference calls. "When one of our schools holds an Individual Education Plan (IEP) conference for a special need student, the specialists or therapists involved in helping the student can call in from offsite and participate in the call which increases our ability to provide the best service for our students," Hope says.

Top-Notch Customer Service

Each time the district has called ADTRAN support, the MVLA IT staff has been impressed with the responsiveness and knowledgeable answers they have received from ADTRAN support. "One of the headaches we have found with other vendors, is that the salespeople are amazing, but you are then left on your own after you purchase the product. However, that is not the case with ADTRAN. Every person that we have worked with has been friendly, gotten back with us quickly and provided outstanding answers to our questions," Hope says. "Customer service has been excellent and all of my staff enjoy working with ADTRAN support."

Hope says that he highly recommends the ADTRAN Enterprise Communication Server to other school districts looking for a reliable and easy to use telephone network. "I recommend ADTRAN because the product is rock solid, and we have never had any voice downtime," Hope said. "It is a great product that provides us with excellent return on our investment."

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