



**Global CTI**  
Case Study:  
Citrus College



## Global CTI provides prompt solution after flood causes campus wide communications failure for large California College

Students and staff from Citrus College, located in the Los Angeles suburb of Glendora, CA, were enjoying time off from a busy semester while technical installation crews from Global CTI and Citrus College rushed to install, test, and configure a new VoIP phone system on campus.

An unexpected series of thunderstorms rolled through the southern California region, catching Citrus College off guard during a renovation of the building that housed their school's communications center. The school's communications system had succumb to severe water damage and was deemed completely unsalvageable.

A call was placed by the contractors to Leigh Buchwald, Network Central Computing and Telecommunications Supervisor at Citrus College, detailing the water damage in the basement. Leigh hurried to the campus to assess the damage. The incident occurred the week before the break, while students and staff were still on campus. Phones were down on campus, leaving voice communications on campus unusable. Needless to say, this left campus officials with few options and little time to get the system replaced and up-and-running again.

**“Global CTI has been the most efficient and well organized vendor I have worked with in my 25 years here at Citrus College.”**

**LEIGH BUCKWALD**  
Network Central Computing and Telecommunications Supervisor, Citrus College

“The campus PBX is located in a building that is currently being gutted and remodeled,” said Buchwald, “The evening prior to a major rainstorm, pipes that diverted roof drainage outside the building were inadvertently modified and provided a pathway for a large quantity of water to the basement where the PBX was located. The following morning, as contractors and employees arrived, the extent of the damage was found. Water had entered the room directly over the existing switch and was “raining” onto the electronics. Needless to say the equipment shorted out and the entire switch was dead.”

Established in 1915 and the home of over 11,000 students, Citrus College serves the educational needs of areas east of Los Angeles, and is a highly respected educational institution. Uncertain of how the entire school's communications system could be salvaged from this brush with nature, Citrus College IT officials knew to turn to Global CTI to get in and get the job done. Delaying the first day back from vacation was not an option and the college needed its communications infrastructure intact and operating smoothly as soon as humanly possible.

“The day after the phone system died, calls were placed to Global CTI and they were on campus within hours, brought in resources to evaluate the extent of the damage and what would be needed to bring the system back to life,” said Buchwald.

The previous system was installed and maintained by Global CTI. Citrus College opted to choose proven results and world-class service. With a sprawling campus and hundreds of classrooms, lecture halls, and offices needing a physical phone, Citrus College had to act fast.

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“ShoreTel was recommended to Citrus by Global CTI as an alternative to repairing the PBX system,” said Buchwald, “They provided a comparative quote which, when presented to the VP of Business, she recognized as a business opportunity for the college to move forward with the newest technology.”

With guidance from the experts at Global CTI, Citrus College IT personnel were convinced this unfortunate act of nature was actually an opportunity to try something new. With a new outlook on options for replacement, IT and business leaders chose to embrace ShoreTel Unified Communications and embrace the VoIP revolution happening on campuses statewide and beyond. When it’s brilliantly simple, it’s hard to refuse.

“Our own research, which involved contacting other community colleges in the state to survey what equipment they were using, as well as collecting information on the web and from ShoreTel white papers, all showed ShoreTel to be the company with the most promising solution in the VoIP market,” Buchwald noted.

With the clock ticking, Global CTI had to mobilize its team of technicians to tackle this emergency and with several other large implementations occurring simultaneously, resources were spread thin. Global CTI crews were on campus implementing the system in less than a week.

Global CTI’s CEO, members of the office support staff, and technicians from across the state migrated to

Glendora to help ensure this project was implemented seamlessly with over 900 ShoreTel handsets being places, configured, and tested campus wide. No effort was spared to ensure timely implementation for this large and unexpected project.

“Global has provided superior service before, during, and after this incident,” said Buchwald, “They brought a calm and professional presence to the campus that did not go without notice. Without their staff and additional support, this incident could have been disastrous to the campus.”

Crews from both Global CTI and Citrus College worked hand in hand to assure this project was completed flawlessly with the time constraints they we were faced with. They completed the implementation and got the campus completely back up and running within 5 business days.

With the expertise and precision to ensure success on this large-scale project, Global CTI pooled its vast and valuable resources to engineer and implement a campus wide ShoreTel system in under 11 total days to make sure the communications infrastructure at Citrus College was completed on time and on budget.

“The overall feeling campus wide is that the system us easy to use, the telephones look good, and the voicemail is quick and efficient,” said Buchwald, “Global CTI has been the most efficient and well-organized vendor I have worked with in my 25 years here at Citrus College.”

As technology evolves, it becomes more and more integrated with our daily lives, be it at home or work. Leveraging a partner you can trust to help navigate the quickly changing landscape of new technology can help you do your job better. Global CTI is the down-to-earth tech team that makes complex IT simple to make your business better, period.

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