

Case Study

CENTRAL UNIFIED SCHOOL DISTRICT PROJECT REPLACES 1,575 PHONES OVER 25 CAMPUSES IN JUST 30 DAYS

Central Unified School District is located in central California with over 16,000 enrolled students. The District evaluated VoIP phone options for over a year before choosing Global CTI to implement a new UCaaS solution with our technology partner, 8x8.

Global CTI facilitated a cooperative purchase through NASPO to expedite the project, with a targeted 3 to 4-week installation window over the summer to avoid disruption across 25 schools and administrative offices. This required a team of Global CTI technicians to be on site and physically stage 1,573 new IP phones at a central location, transport them to each campus, install them at each desk, and document each MAC phone by user, extension and location in tandem with deploying each phone within the 8x8 software portal.

The new 8x8 UCaaS system modernized Central's communications with end user features such as mobile and desktop apps, HD secure voice, text messaging, voicemail transcription and fax capabilities all assigned to direct lines for each user. The District office was excited to utilize G-Suite (google) integrations, real-time analytics, call quality reporting, scheduling, call queue and an auto attendant feature.

GCTI's project team also assisted with integrating Central's emergency mass notification system with the new system to ensure a seamless interface.

THE RESULT

Within the scheduled window, over 1,575 phones were successfully deployed. GCTI provided training for administrators, and staff returned for a new school year to find enhanced phones and robust features ready to use.



“

"Our timeline and project scope was aggressive. Global CTI made the best partner to ensure we were successful in meeting our goals and implementation schedule. Their boots on the ground approach was efficient and Central's team was kept in the loop every step of the way. "

CHRIS MARTINEZ
DIRECTOR OF IT

”

[LEARN MORE](#)

