

Johnston County Public Schools Selected Yealink SIP Phones for Its Hosted VoIP Solution



JOHNSTON COUNTY
PUBLIC SCHOOLS

At a Glance

- Johnston County Public Schools (JCPS) serves more than 36,000 students in grades pre-kindergarten through twelfth grade. Doubling the student population in the past 15 years, Johnston County's growth is due to the excellent education JCPS provides to its students, based on relationships, relevance, and innovation.
- With strong community support through funding for new schools, partnerships with business and faith based organizations, and fabulous parental involvement, the graduation rate of JCPS has climbed by 13+%, and the dropout rate has fallen by nearly 50% in the past four years. JCPS has 263 Nationally Board Certified teachers and is accredited by AdvancEd to prepare its students for the finest universities and colleges. In combination with abundant extracurricular activities and international programs, JCPS lives its vision by empowering all students to become successful in a global society.



Project Background

- Johnston County Public Schools (JCPS) got a lot of mileage out of its traditional PBX phone system over the course of 20 years. These legacy PBX systems could not communicate with one another and required significant upkeep. While the cost of communicating over traditional landlines continually increased, the effective communication declined. It was time for a new solution. The school district needed an open-standards VoIP system that could lower the cost and provide better functionalities.
- JCPS went through an extensive search and RFP process, and decided to award the business to Converged Networks which provides a professional consultative approach to designing and installing holistic communication solutions using Yealink phones for their Hosted VoIP solution.



Industry

Education

Partner

Converged Networks LLC

www.convergednetworks.com

Customer

Johnston County Public Schools

www.johnston.k12.nc.us

Product list

Yealink T23G, T42G and T46G



SIP-T23G



SIP-T42G



SIP-T46G

Core Solution Requirements

Features

- Modern capabilities such as centralized voice mail, four-digit dialing to and from any location in the district, Direct Inward Dialing (DID), Caller ID and high-quality speakerphones.
- Support email integration with Google and Unified Messaging.
- Support headsets as well as softphone capability.
- Integrate seamlessly with the existing Bogen paging system in use at all the schools.
- HD voice, rich features, easy to use and deploy.

Cost savings

- A combination of high quality at a price that fit the project budget.

Rapid deployment

- 2 months for the installation of 4000+ phones

Choosing the Right-fit Solution

After looking carefully into JCPS's requirements, Converged Networks recommended Yealink phones as the best fit for the required feature set. After a test run, JCPS selected Yealink phones impressed by their high quality, ease of use and affordability.

Choosing the Right Phones

JCPS selected Yealink Gigabit Ethernet phones for each location in the district and deployed a total of 4,300 Yealink phones, the Yealink T23G in classrooms and the Yealink T42G and T46G for administrative locations.

The Yealink T23G for Classrooms

- HD audio technology,
- Headset support
- 3 paperless line keys for feature customization.

The Yealink T42G and T46G for Administrative Locations

- Stylish intuitive design
- Rich programmable keys for customization
- One-button access for voice mail, speed dial and multi-cast paging.

"After an extensive review process evaluating all vendors and their product sets, the cost-effective Yealink phones proposed by Converged Networks enabled us to procure a fully configurable SIP phone containing an enhanced speaker phone with Gigabit ethernet ports to align with the existing technologies in place throughout the District."

--- **Dan Hicks**

Executive Director of
Technology



Teaming Up for Effective Results

- JCPS required that all 4,300 phones be installed and operational prior to the start of the academic year. While working with Yealink to secure enough phones to enable a full deployment, Converged Networks tackled the task of provisioning and installing the phones using Yealink RPS and Auto-provisioning support. The installation of the Yealink phones proceeded apace and wrapped up well within 60 days.
- When there was an issue to integrate its existing Bogen paging system with the new phone system the service provider could not resolve, Converged Networks and Yealink engineers worked closely and timely with JCPS to solve the challenge and to ensure that everything worked as intended. All three entities maintained a can-do attitude throughout the process.



"Yealink and Converged Networks' quick responses to supply additional product throughout the implementation process ensured a smooth and continuously rolling phone deployment. Whenever there was a time that Yealink or Converged Networks needed to step up to the plate, they both came through and on time!"

--- **Dan Hicks**
Executive Director of
Technology

The Benefits

Johnston County Public Schools is now running entirely on Yealink phones and has not encountered any significant failure of the phones. The positive impact on communication efficiency, time and cost savings is significant.

Empowering Effective Communication

- The purpose of the new phone system deployment is to streamline communication with rich features on the phone and ease of use. Teachers and school staffs can now easily assign one-button access to frequently-used features such as one-button multicast paging and speed dial without the need for IT support. JCPS is completely comfortable with the phone system and users report high satisfaction rates with the HD voice quality of the Yealink phones.

Saving Time and Money

- JCPS rid itself of frequent service outages that required regular and expensive maintenance and time expenditure. With the new VoIP phone system, JCPS further optimized its budget and improved productivity.

About Yealink

Yealink is a global leading unified communication (UC) terminal solution provider that primarily offers video conferencing systems and voice communication solutions. Founded in 2001, Yealink leverages its independent research and development and innovation to pursue its core mission: "Easy collaboration, high productivity." The company's high-quality UC terminal solutions enhance the work efficiency and competitive advantages of its customers in over 100 countries. Yealink is the world's largest SIP phone provider.

Visit www.yealink.com or connect with Yealink on Twitter, Facebook, and LinkedIn.

About Converged Networks

Converged Networks provides industry-leading voice, data and video solutions, set apart by our commitment to superior customer training and world-class 24/7 customer support. Converged Networks is committed to providing high-quality technology solutions that meet the specific needs of business users, whether a small, single-site business or a large, multi-site corporation.

Visit www.convergednetworks.com for more.

"The modern look and quality feel of the Yealink phones fit into our learning and administrative areas seamlessly."

--- **Shirley Nixon**
Information Technology
Specialist