



CASE STUDY
Walpole Public Schools
Walpole, MA



Partners provides Walpole Public Schools with 21st Century Communications for 21st Century Learning

Committed to 'educating all students to achieve success,' Walpole Public Schools understands the critical importance of technology in delivering on that promise. That's why the district turned to Partners Technology to replace its failing POTS phone system with a new, technologically advanced VoIP unified communications platform from Mitel.

"We are the school department for the Town of Walpole with approximately 3,650 students in grades Pre-K through 12 and, 600 staff throughout our nine locations," says Mike Friscia, School Business Administrator in the district's central office.

"Keeping everyone in touch was becoming increasingly difficult due to failing copper lines and hardware in our old analog phone system. Phone service was unreliable and vendor support was hard to come by and extremely expensive. A reliable communications system became a top priority to help us support the adequate delivery of education and programming needs to the students in Walpole."

From failing to 4.0

To help in the transition to a new mass communications system, Friscia worked with Partners Technology to make sure it made the grade.

"Mike contacted us with two main goals: Better system design and functionality overall, and a system that would help them reduce costs," said Partners Managing Partner, Jim Rabbitt. "We were able to deliver a scalable communication solution from Mitel that was easy to deploy and manage, as well as help the school department save money."

The Walpole Public Schools department's new Mitel unified communications platform seamlessly integrates voice, email, unified messaging, mobility, presence, conferencing, contact center applications, and more, enabling faster, more reliable communication throughout the district.

"Partners Technology simplified the process of maintaining our phone system and empowered our own staff to support as well as manage the day-to-day needs associated with staff changes and equipment replacement," vouched Friscia. "The overall user experience has vastly improved. Our phone system has over 500 extensions for all internal calls, which is much more convenient than the old way of having to dial complete phone numbers each time."

A ROI as easy as ABC

Walpole is a middle-income town that supports its schools with appropriate funding. The town and school department, Friscia says, have always operated in a fiscally conservative manner that demands solid rationale for all large purchases. With the reliability and cost-saving benefits from the new system, it was a purchase well worth investing in.



"Partners offered a VoIP premise-based solution that was far less expensive over the long run as compared to other hosted solutions. The up-front investment has already paid for itself many times over. We found the Mitel solution to be far less expensive than the competitors, including the high level of support and service from Partners Technology.

"Jim and his team have always been upfront and honest from the initial stages of our procurement process and that relationship continues today," Friscia remarked.

"It cannot be overstated the importance of partnering with a company you can trust with your primary means of communication, especially for a school department in these times." – Mike Friscia, School Business Administrator



ABOUT PARTNERS TECHNOLOGY

At Partners Technology we provide organizations of all sizes with advanced networking, communications and technology solutions. We offer a full range of products and services, including a comprehensive suite of voice products, data networking solutions, managed services and cloud services.

With an unwavering focus on customer service, Partners Technology enjoys some of the highest customer loyalty and satisfaction ratings in the telecommunications industry.

As an Exclusive Mitel Gold Business Partner, we service all of New England and are able to service our customers globally utilizing a network of over 1,600 value-added Mitel resellers and partners.



Bringing People and Technology Together