



Reading Public Schools Achieves District-Wide Standardization and Redundancy with Partners Technology

Reading Public Schools faced a challenge common to growing municipalities: a fragmented, decentralized, and aging telecommunications environment. They needed to move from a chaotic, building-specific phone infrastructure to a single, unified communications platform that provided **consistency, redundancy, and modern functionality** for their entire district, consisting of eight schools.

The Challenge: From Chaos to Consistency

When the Director of IT joined Reading Public Schools, the telephony infrastructure was decentralized and lacked standardization. This created significant operational and user challenges, including:

- **Chaos and Inconsistency:** Telephony systems were decentralized with multiple dialing plans, and inconsistent, outdated services across the district.
- **Failing Infrastructure:** Critical communication hardware was aging and failing, posing a risk to daily operations.
- **Lack of Unification:** Systems could not leverage the district's existing Wide Area Network (WAN), preventing centralized management and shared services.
- **Service Vulnerability:** The district lacked adequate service redundancy and failover capabilities, leaving communication systems exposed to prolonged outages.
- **Compliance Risk:** The aging, inconsistent platform made meeting state and federal regulatory communication requirements, including Kari's Law and Ray Baums Act difficult.

The Partners Technology Solution

Partners Technology, a Mitel Gold Partner, and MA State Approved Vendor collaborated with Reading Public Schools to design and deploy a modern, scalable Mitel Unified Communications (UC) environment. The solution leveraged the district's WAN infrastructure to unify all eight schools under a single, robust platform.

Key Mitel Technology Implemented:

- **Mitel MiVoice Business Communications Platform:** Standardized core telephony services across all locations.
- **Mitel MiCollab Application:** Provided unified collaboration tools (chat, presence, softphones) to improve staff efficiency and mobility.
- **District-Wide Voice Mail:** Centralized and streamlined voice mail services for consistent user experience.
- **Mitel Revolution Mass Notification:** Integrated critical alerting and mass notification capabilities essential for school safety protocols.
- **Standardized Handsets:** Standardized on Mitel IP phones for end-user consistency.



The Results: A Reliable, Forward-Thinking Foundation

By standardizing on Mitel and partnering with Partners Technology, Reading Public Schools successfully moved their environment from a state of chaos to one of **clarity and control**, realizing significant operational benefits:

- **District-Wide Consistency:** Users across all eight schools now have a standardized experience, unified dialing plans, and consistent services, regardless of their physical location.
- **Operational Efficiency:** Unifying the systems leveraged the WAN infrastructure, dramatically improving service and system efficiencies for the IT team.
- **Service Robustness and Redundancy:** The new Mitel system delivers necessary redundancy, ensuring critical communication services remain operational during local service disruptions.
- **Regulatory Compliance:** The robust and centralized system helps the district confidently comply with state and federal telecommunications and emergency (E-911) notification regulations.

"I consider Partners Technology a trusted extension of our own IT organization. Their professionalism, depth of knowledge, and integrity make them an ideal choice for any district, municipality, or business seeking a reliable, forward-thinking communications partner." – Julian Carr, Director of IT, Reading Public Schools



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

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