**NTT**

Jackson School District | Americas | United States | Education | Hybrid Cloud

# Using the cloud, Jackson School District enables better learning outcomes

## At a glance

**Which services?**

- Network Optimization Assessment
- Cloud Services for Cisco (CSfC) telephony system
- Managed Services

**Which technologies?**

- Collaboration Tools
- Networking
- Security
- Data Center

**Which partners?**

- Cisco

'Students benefit from investments the district and Board of Education have made in technology, our curriculum, and our facilities – all of which will have a real and lasting impact on how our students learn.'

*Lincoln Mahabir, Supervisor of Technology, Jackson School District*

### Why the district needs technology to support education

Jackson School District provides technology-enriched programs to educate over 9,000 students and inspire them to become critical thinkers. Their students continue to evolve technologically, and when the time came to update the district's communications, they needed a solution that could do the same.

[Read more]

### How cloud enables learning outcomes

The district chose a cloud solution, because it brought value to staff, teachers, and students. Moreover, it helps to contain costs over time, results in savings and provides the district with the ability to be flexible and add future services.

[Read more]

### What 21st century technology does for the district

A fully-managed, efficient communications solution fits into the district's tight budget, and allows teachers and administration staff to communicate easily across multiple locations. The small IT team can now focus on serving the community, instead of 'putting out fires'.

[Read more]

# 'We couldn't have done this without our partner. They are an integral part of our success, not only for our IT team, but for our staff, teachers, and students.'

*Lincoln Mahabir, Supervisor of Technology, Jackson School District*

## Why the district needs technology to support education

*Jackson School District provides technology-enriched programs to educate over 9,000 students and inspire them to become critical thinkers. Their students continue to evolve technologically, and when the time came to update the district's communications, they needed a solution that could do the same.*

The district serves students across six elementary, two middle and two high schools. It's critical for administrators and teachers to communicate often, easily, and reliably. The district was faced with a dilemma, in that their Avaya telephone system was reaching end-of-life and they risked losing support.

Although the IT team of two is driven to provide the school community with tools to facilitate education in the 21st century, they struggled to keep up with the demand for high-level support.

With a USD 135 million budget for all their needs – from paper towels to IT, costs were also a consideration. Since the budget comes from taxpayer pockets, they need to ensure that as many dollars as possible end up back in the classroom.

Lincoln Mahabir, Supervisor of Technology at Jackson School District adds, 'We needed something more than just a telephone. It had to be part of an integrated package of communication.'

## How cloud enables learning outcomes

*The district chose a cloud solution, because it brought value to staff, teachers, and students. Moreover, it helps to contain costs over time, results in savings and provides the district with the ability to be flexible and add future services.*

The district selected our Cloud Services for Cisco (CSfC), which is a fully-managed and hosted enterprise telephony system to provide efficient communication across all the district's locations. Hosted by NTT and built on the Cisco Hosted Cloud Solution (HCS), this freed up Jackson's IT resources for other critical support and met their needs for future scalability.

The cloud solution is leased for six years and supports up to 1,000 users. The solution also offers other benefits such as predictable costs and the ability to add unified communications features (such as call control, voicemail, instant messaging and presence) as required by the business. To ensure that the district's network was running at full potential before the solution went live, we conducted a Network Optimization Assessment. A team of engineers spent time onsite to upgrade the district's backend and help them transition onto the new platform.

## What 21st century technology does for the district

*A fully-managed, efficient communications solution fits into the district's tight budget, and allows teachers and administration staff to communicate easily across multiple locations. The small IT team can now focus on serving the community, instead of 'putting out fires'.*

Jackson relies on our expertise to administer, maintain, and upgrade the system. The IT team now spends less time dealing with technology interruptions and issues, and instead focus on serving administration and teachers who, in turn, serve students. The district is saving money in that they don't have to employ staff to run a new communications system. The solution can be scaled according to their demand and lays the foundation for future technology implementations, such as unified communications and video. Jackson is also setting an example for other schools. They're utilizing the latest technology on a tight budget to facilitate communication. Moreover, the system has unique features, such as 'All Call' which serves as an internal 911 system. The phone system turns into an intercom at the click of a button, which allows teachers to alert the entire school if they come across intruders.

## Technology accelerates digital business

'Communicating effectively saves everyone in our district time and eliminates the frustration and worry that can go along with using an outdated system. Our new system is reliable and can grow with us,' says Lincoln Mahabir, Supervisor of Technology, Jackson School District.